



# Reemployment Services and Eligibility Assessment (RESEA) Policy and Procedures

**Department of Career Services**

**RESEA Document Order No. 232B  
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NOTES PAGE





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## RESEA Program Overview

### Background:

The federal-state Unemployment Insurance (UI) program provides an important core service in the comprehensive, integrated workforce system established under the Workforce Investment Act (WIA), which was recently revised by the Workforce Innovation & Opportunity Act Resources (WIOA). Through the UI program, individuals who have lost employment through no fault of their own and have earned sufficient wage credits may receive UI benefits if they meet initial and continued UI eligibility requirements. The Department and participating state UI workforce agencies have been striving to address individual reemployment needs of UI claimants, and to prevent and detect UI improper payments, through the UI Reemployment Services and Eligibility Assessment (RESEA) program since 2005. Both activities are high priorities for the Department's Employment and Training Administration (ETA).

The UI RESEA program has provided claimants entry to a full array of reemployment services available at American Job Centers (AJCs), and has helped to ensure that claimants comply with all UI eligibility requirements. Individuals filing UI claims are active job seekers who, through the state's UI RESEA program, are made aware of the wide variety of reemployment services that are available to them. They are referred to reemployment services appropriate for their individual needs.

The Commonwealth of Massachusetts is in full support and shares the national vision and framework for providing increased and improved Reemployment Services (RES) to our UI Claimant customers. Therefore, the Commonwealth will continue to implement Massachusetts' program model for UI claimants that has always leveraged RES with Reemployment Eligibility Assessment (REA) components as part of the mandatory program requirements. In this respect Massachusetts has transitioned from a REA to a RESEA state.

RESEA is a UI Program. DCS and One Stop Career Centers provide services to assist UI claimants in becoming reemployed.

All eligible UI claimants are job seekers and must be:

- Able, available and actively seeking work

Two Priorities of the RESEA Program:

- Provide individual re-employment services to each job seeker
- To determine continued eligibility for UI payments and detect and prevent improper UI payments





## RESEA Program Overview, continued

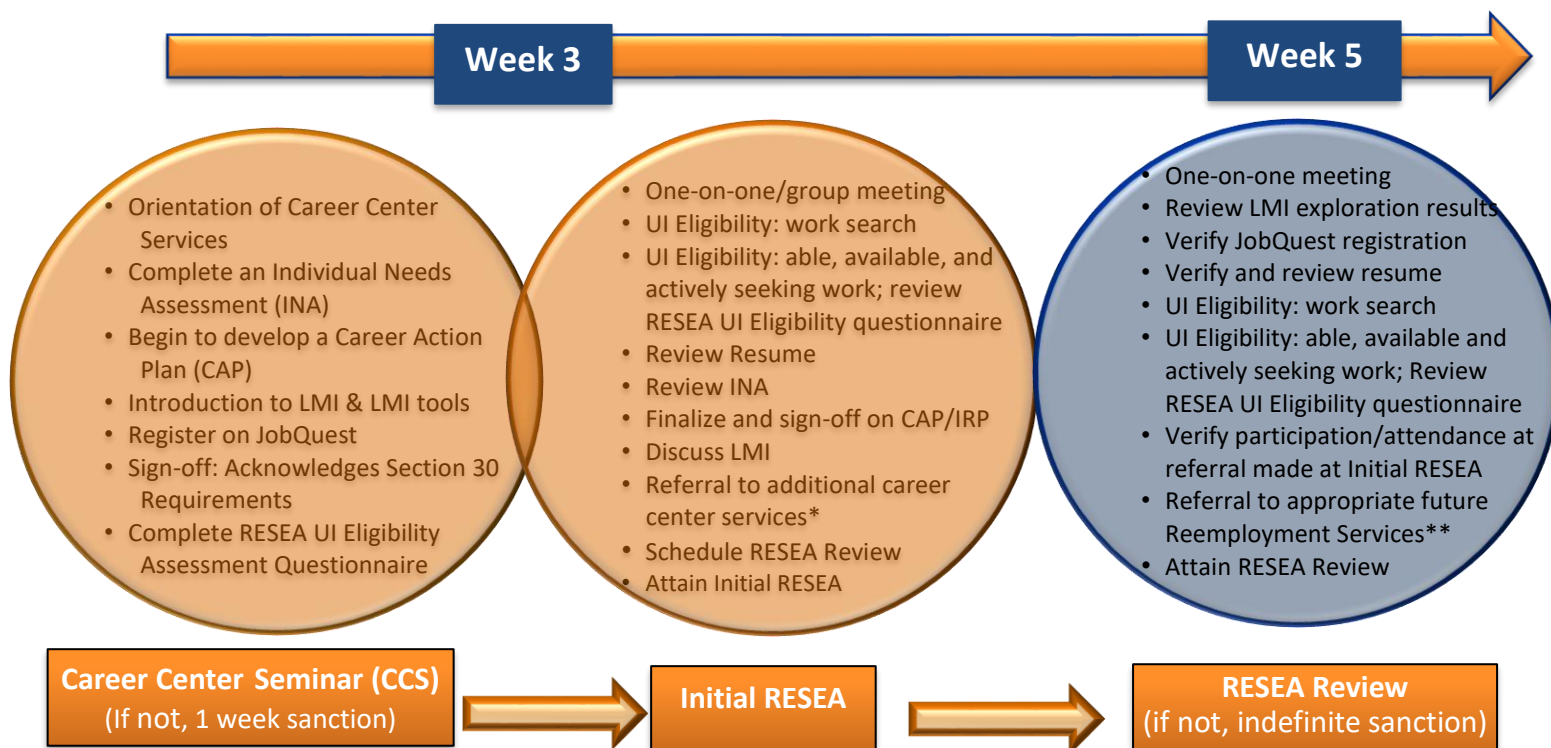
CCS/RESEA PROGRAM REQUIREMENTS
Job seeker must attend a Career Center Seminar/Initial RESEA by week three (3) after enrollment into the RESEA Program. Job seekers who have attended CCS within 60 days (60-dayer) prior to enrollment are waived from attending the CCS. Job seekers who have not attended an Initial RESEA as a component of the CCS must attend the Initial RESEA by week three.
Career Center Seminar Required <u>Reemployment Services</u> that are provided to all job seekers
Orientation of Career Center services
Complete an Individual Needs Assessment (INA) / Job Search Inventory (JSI)
Begin to develop a Career Action Plan (CAP) / Individual Reemployment Plan (IRP)
Introduction to Labor Market Information (LMI) and LMI tools
Register on JobQuest (JQ)
Sign-off: Acknowledges Section 30 Requirements
For UI Claimants, the RESEA UI Eligibility Assessment questionnaire must be completed
INITIAL RESEA REQUIREMENTS
One-on-one and group meeting
UI Eligibility review of work search for each and every week benefits are requested
UI Eligibility to confirm that job seeker is able, available and actively seeking work (refer to MWF Policy Issuance: 100 DCS 23.105)
Review Resume
Review Individual Needs Assessment (INA) / Job Search Inventory
Finalize Career Action Plan (CAP) / Individual Reemployment Plan (IRP) <ul style="list-style-type: none"> <li>• Complete goal actions steps for each goal (mandatory and additional goals)</li> <li>• Set target dates for each goal</li> <li>• Sign-off on CAP/IRP</li> </ul>
Discuss Labor Market Information (LMI)
Referral to additional career center services* <ul style="list-style-type: none"> <li>• ie. Workshop, self-directed work search; as appropriate to the individual</li> </ul>
Schedule RESEA Review
Attain Initial RESEA if all requirements are met
It is recommended that all claimants attend the Initial RESEA at the time of the CCS. Job seekers who have not attended the Initial RESEA as a component of the CCS must attend the Initial RESEA by week three.





## RESEA Program Overview, continued

RESEA REVIEW REQUIREMENTS
Job seeker must attain RESEA Review meeting by week five (5) and complete the following requirements:
Verify attendance at CCS/Initial RESEA
One-on-one meeting
Review LMI exploration results
Verify JobQuest registration
Verify and review resume
UI Eligibility review of work search for each and every week benefits are requested
UI Eligibility to confirm that job seeker is able, available and actively seeking work <ul style="list-style-type: none"> <li>Review RESEA UI Eligibility Assessment questionnaire for any changes or potential issues</li> </ul>
Verify participation/attendance at referral made at Initial RESEA*
Referral to appropriate future Reemployment Service(s)**
Attain RESEA Review if all requirements are met
FOLLOW-UP
<b>**Follow-up must be conducted on the future goal. UI must be notified if a potential issue is identified.</b>



**\*\*Follow-up must be conducted on the future goal. UI must be notified if a potential issue is identified.**





## RESEA Program Overview, continued

Element	RESEA 2017
<b>Enrollment</b>	<ul style="list-style-type: none"> <li>RESEA enrolls up to 2,000 claimants each week at the time of first UI payment</li> </ul>
<b>Notification</b>	<ul style="list-style-type: none"> <li>DUA sends customers notification letters at the time of enrollment via UI Online Inbox and United States Postal Service (USPS) <ul style="list-style-type: none"> <li>CCS/Initial RESEA notification letter</li> </ul> </li> <li>Robo Calls <ul style="list-style-type: none"> <li>CCS Robo call</li> <li>RESEA Review Robo call</li> </ul> </li> </ul>
<b>CCS and Initial RESEA</b>  <b>60-Dayer*</b> <b>Waived from CCS</b>	<ul style="list-style-type: none"> <li>Must attend CCS and Initial RESEA by week 3 after RESEA enrollment</li> <li>May be rescheduled an additional week up to week 4 with good cause if requested prior to the <i>must attend by date</i> in week 3</li> <li>RESEA notification letter is sent when the 60-dayer is enrolled in the RESEA program</li> <li>Waived from CCS since they have attended CCS within the last 60 days</li> <li>Must return to complete an Initial RESEA and RESEA Review by week 5</li> </ul>
<b>RESEA Review</b>	<ul style="list-style-type: none"> <li>Must attend RESEA Review by week 5 after enrollment</li> </ul>
<b>CCS/Initial RESEA Sanction</b>	<ul style="list-style-type: none"> <li>One-week sanction if CCS is not attended by week 3 or week 4 if rescheduled with good cause</li> <li>Indefinite Sanction if RESEA Review is not attained by week 5</li> </ul>

\*A 60-dayer is a RESEA customer who has attended a Career Center Seminar within 60 days prior to enrollment in the RESEA program.





## RESEA Enrollment & Notification

Each week a file of Permanently Separated UI Claimants and all Ex-Service Members (UCX) collecting Unemployment Compensation who have received their first UI payment are selected, and up to 2,000 are enrolled in the RESEA Program. Job seekers are notified by DUA of their mandatory participation, program requirements, and dates for meeting these requirements.

CCS/RESEA Notification Schedule*	
<b>1<sup>st</sup></b> Notification	Claimants are enrolled at the time they receive their first UI payment. <i>CCS/Initial RESEA</i> notification letters are sent out by DUA via postal mail and the job seeker's UI inbox, notifying claimants of their mandatory participation in the RESEA Program and attendance at the <i>CCS/Initial RESEA</i> , RESEA Review and the deadline dates.
<b>2<sup>nd</sup></b> Notification	CCS second notice reminder in the form of a <i>Robo Call</i> is made on the tenth day from the Saturday after enrollment to those RESEA enrollments who have <u>not</u> attended a CCS.
<b>3<sup>rd</sup></b> Notification	A RESEA Review Reminder in the form of a <i>Robo call</i> is made on the <u>fourth week</u> from enrollment reminding job seeker that they have one (1) week left to complete their RESEA Review.

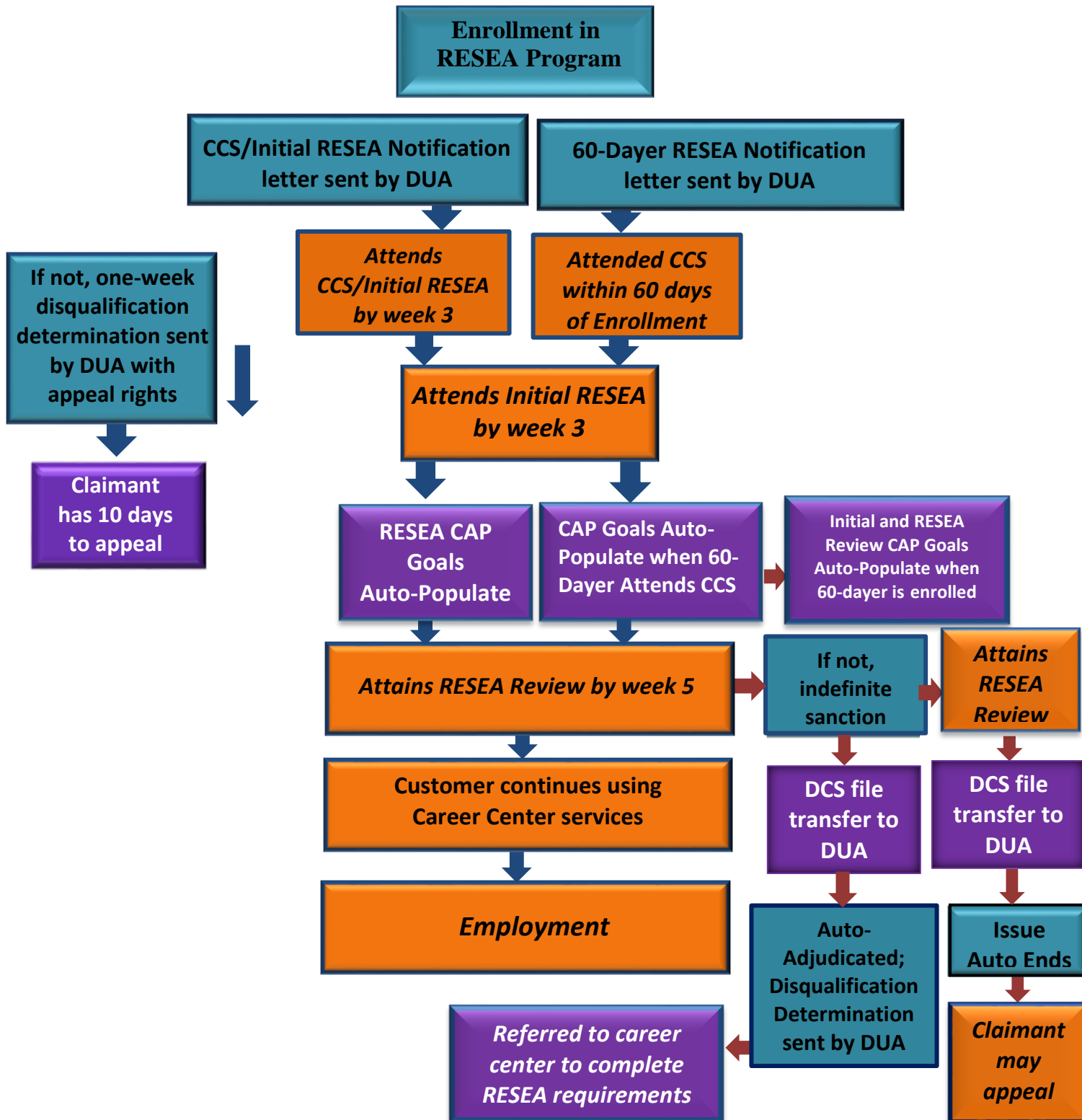
\*All letters are sent out in English and twelve (12) other languages. For the foreign languages, a sentence is added to the letter with a foreign language help line. The Robo calls are also made in both English and Spanish.

CCS/RESEA Requirements Notification for 60-dayers
A 60-dayer is a RESEA customer who has attended a Career Center Seminar within 60 days prior to enrollment in the RESEA program. A 60-dayer must complete their Initial RESEA and RESEA Review requirements within five weeks of enrollment.
The Notification letter is sent out by DUA via postal mail and the job seeker's UI inbox notifying 60-dayers of their mandatory participation in the RESEA Program and attendance at the Initial RESEA and RESEA Review.
Career Center Staff are encouraged to contact the 60-dayers to remind them of their RESEA requirements and schedule them for their <i>Initial RESEA</i> and <i>RESEA Review</i> by their <u>fifth week</u> deadline.



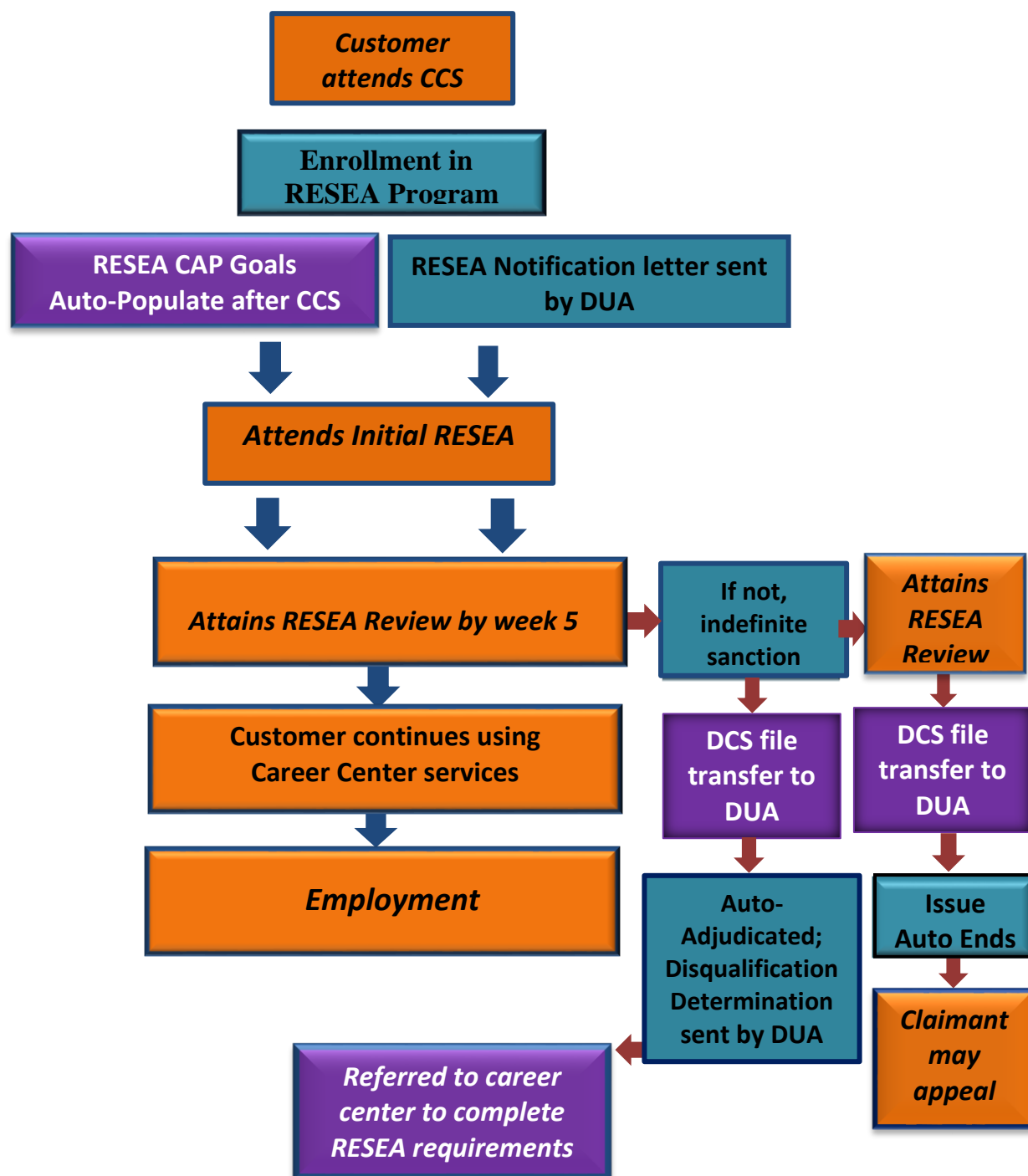


## RESEA Program Overview – Flowchart





## RESEA Program Overview – 60 dayer Flowchart





## UI Claimant Screenshots for RESEA Enrollment & Notification

### Claimant Inbox – Homepage

**Important Messages - These Messages Need Your Attention**

- You have not responded to our request for information. Failure to provide this information may delay or prevent your benefit payments. Select "My Inbox" to view the information request.
- Click here for an important message regarding your UI claim.

**Other Messages**

- Your unemployment claim is inactive. If you are currently unemployed and wish to continue to claim benefits, you must reopen your claim. Select the "Reopen" option.
- Click Here for important information about our Training Opportunities Program.
- Click Here for important information about our WorkShare Program.

**My Account Home Page**

My Home Page  
My Home Page

**My Inbox**  
View and respond to items requiring your immediate attention and other important documents.

[View and Maintain Account Information](#)  
View and/or change information related to your Benefit Account.

[Estimate Future Benefits](#)  
View an estimate of potential benefits based on currently reported Massachusetts wages.

[View UI Records](#)  
View UI Records

[Reopen Claim](#)  
Reactivate your existing UI benefit claim.

[View And Request 1099G](#)  
View and print current and previous IRS tax form 1099G - Certain Government Payments.

[Request TOP Application](#)  
Request Application for the Training Opportunities Program (TOP)

### Claimant Inbox

Select the Search button to display your Action items. To narrow your search, select from the search criteria below and select the Search button.

Subject: All (mm/dd/yyyy) To: (mm/dd/yyyy) Action Needed: All

Issue Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Search Reset

### Claimant Inbox – Career Center Seminar

**Claimant Information** [Change Claim](#) [Change Claimant](#) [Leave Claimant](#)

Name: Claimant ID: Claim ID: 2015-01  
Effective Date: 11/29/2015 Benefit Year End: 11/26/2016 Claim Status: Inactive

**Claimant Inbox**

Select the Search button to display your Action items. To narrow your search, select from the search criteria below and select the Search button.

Subject: All (mm/dd/yyyy) To: (mm/dd/yyyy) Action Needed: All

Issue Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Search Reset

**Inbox**

- The initial results below are items that require your attention and that you may need to take action on for your claim
- Select the Document ID to see detailed information about your document

Document ID	Name	Issue Date	Action	Action Due Date
<a href="#">8991763</a>	Claimant - Career Center Seminar/Reemployment Services Eligibility Assessment ( RESEA) Letter Questionnaire	5/3/2016	Action Requested	5/27/2016
<a href="#">18553367</a>	AlternateBasePeriodNotification	12/4/2015	Review	
<a href="#">78552093</a>	Claimant Monetary Determination	12/4/2015	Review	
<a href="#">53794797</a>	Claimant Monetary Determination	12/6/2014	Review	
<a href="#">53797617</a>	AlternateBasePeriodNotification	12/6/2014	Review	
<a href="#">25885354</a>	Claimant Monetary Determination	12/9/2013	Review	
<a href="#">25884435</a>	AlternateBasePeriodNotification	12/9/2013	Review	





## UI Claimant Screenshots for RESEA Enrollment & Notification, continued

### Claimant Inbox – RESEA Review

Claimant Information		<a href="#">Change Claim</a> <a href="#">Change Claimant</a> <a href="#">Leave Claimant</a>	
Name:	Claimant ID:	Claim ID: 2015-01	
Effective Date: 11/22/2015	Benefit Year End: 11/26/2016	Claim Status: Inactive	

Claimant Inbox	
Select the Search button to display your Action items. To narrow your search, select from the search criteria below and select the Search button.	
Subject: All Issue Date: From: (mm/dd/yyyy) To: (mm/dd/yyyy)	Action Needed: All
<input type="button" value="Search"/> <input type="button" value="Reset"/>	


  

Inbox				
<ul style="list-style-type: none"> <li>The initial results below are items that require your attention and that you may need to take action on for your claim</li> <li>Select the Document ID to see detailed information about your document</li> </ul>				
Document ID	Name	Issue Date	Action	Action Due Date
<a href="#">8991767</a>	Claimant - Reemployment Services Eligibility Assessment (RESEA) Letter Questionnaire	5/3/2016	Action Requested	5/27/2016
<a href="#">83448460</a>	RegularWkSrch	2/2/2016	Review	
<a href="#">81254886</a>	RegularWkSrch	1/12/2016	Review	
<a href="#">80780207</a>	RegularWkSrch	1/6/2016	Review	
<a href="#">80582953</a>	RegularWkSrch	1/5/2016	Review	
<a href="#">79277699</a>	RegularWkSrch	12/15/2015	Review	
<a href="#">79186018</a>	NonMonDetermination	12/12/2015	Review	
<a href="#">78050152</a>	Claimant Monetary Determination	11/24/2015	Review	

### Automated Message

Claimant Information		<a href="#">Change Claim</a> <a href="#">Change Claimant</a> <a href="#">Leave Claimant</a>	
Name: Test, Susan	Claimant ID: 1111111	Claim ID: 2017-01	
Effective Date: 6/18/2017	Benefit Year End: 6/16/2018	Claim Status: Active	

Welcome, Test, Susan [Show Profile Details](#) Need Help? ▾

Benefits Overview ⓘ		Claimant ID: 11111111
<div style="border: 1px solid red; padding: 5px;">  We have not received your response to our request for information. Failure to provide this information may delay or prevent your benefit payments. Open "My Inbox" to view the information request.         </div>		

The automated message: ***We have not received your response to our request for information. Failure to provide this information may delay or prevent your benefit payments. Open "My Inbox" to view the information request*** stays in the claimant's inbox until the RESEA Review five-week deadline date. At that time, the message will drop from the inbox.





## Multilingual – Limited English Proficiency (LEP) Guidelines



Multilingual services are available and must be offered to all Limited English Proficiency (LEP) job seekers. No job seeker shall be turned away based on LEP or language needs.

These guidelines are to assist career center staff in providing/securing interpretation services for LEP job seekers to schedule a **Career Center Seminar (CCS) or a RESEA Review**. Interpretation services **must** be provided upon a LEP job seeker's request as such services enable the job seeker's full participation in career center services.

### Career Center Seminar (CCS) and RESEA Letters

Additional sentence in the multilingual CCS/RESEA letter reads as follows:

**If you need language assistance to schedule the Career Center Seminar please call the toll free line 1-888-822-3422 and select # for language.** Deadline to attend is: **<date auto-filled>**.

CCS/RESEA notification letters will have the Multilingual Unit Toll Free telephone line (1-888-822-3422). When a multilingual customer calls the Unit's toll free number, a unit staff member will assist the customer with scheduling a CCS or RESEA by contacting the career center and interpreting during the conference call between the LEP customer and the career center.

The multilingual letters are sent out in the languages below (ROBO calls are made in English and Spanish).

Spanish	Portuguese	Haitian Creole
Vietnamese	Chinese	Khmer
Laotian	Italian	Russian
Korean	Arabic	French

Career Center Seminar Power Point Presentations are also available in the 12 languages located on MassWorkforce <http://www.mass.gov/massworkforce/resources/css-seminar-and-resources/>.

Career Center Seminar videos are available in English, Spanish, Portuguese and American Sign Language (ASL) on MassWorkforce <http://www.mass.gov/massworkforce/resources/multilingual-services/>.

For more information on language guidelines, please visit the multilingual page on the Intranet at: <http://intranet.detma.org/CO/SitePages/For%20Career%20Centers.aspx>

You can also find job search assistance tools, handouts and resources for Job Seekers written in several languages on the Department of Career Services Multilingual Web Page at:  
<http://www.mass.gov/lwd/eolwd/multilingual-information/multilingual/dcs-multilingual.html>





## Attend a Career Center Seminar / Initial RESEA

A Career Center Seminar is one of the first impressions that a job seeker develops of a career center. This is a career center's opportunity to highlight all services such as workshops, one-on-one counseling, training opportunities, referral to other resources, and to fulfill UI eligibility requirements.

The CCS/Initial RESEA serves as the introduction to the Career Center and mandatory activities for RESEA enrollees. Claimants are enrolled in Wagner-Peyser, they complete a Job Search Inventory / Initial Needs Assessment (JSI/INA) and begin to develop their Career Action Plan / Individual Reemployment Plan (CAP/IRP). Claimants are taught how to use Labor Market Information (LMI) to conduct a demand-driven work search and are referred to reemployment services based on their individual needs. During the Initial RESEA, staff and the claimant collaborate to further develop the CAP/IRP. The CAP identifies the mandatory goals for the RESEA program: registering on MA JobQuest, conducting a UI work search review and verification of eligibility requirements of able, available and actively seeking work. There is also a discussion on the effectiveness of LMI. A review of the individual's resume and ongoing reemployment services, including referrals to appropriate services that meet their needs. This individualized plan is a comprehensive, step-by-step plan establishing realistic goals to get from unemployment to employment. Prior to leaving the CCS/Initial RESEA, the claimant must have their RESEA Review appointment scheduled. If they leave without scheduling, Career Center staff must contact the claimant directly.

There are required Re-Employment Services (RES) that are provided to all job seekers during a Career Center Seminar:

- Orientation to career center services
- Complete an Individual Needs Assessment (INA) / Job Search Inventory
- Begin to develop a Career Action Plan (CAP) / Individual Reemployment Plan (IRP)
- Introduction to Labor Market Information (LMI)
- Registration on JobQuest
- Sign-off for Acknowledgement of Section 30 Requirements

### Referral Process

During the Initial RESEA, all claimants are referred to Job Search activities that are to be completed in preparation for the RESEA Review meeting. These reemployment services include LMI, work search activities, registration on JobQuest, resume review/writing and referral to additional career readiness activities.

### UI Eligibility Review

If at any point during the CCS/Initial RESEA and/or RESEA Review process, the claimant reveals or discusses information which would indicate that they are not able, available, or actively seeking work, UI must be notified immediately via the UI Potential Issue form.





## Attend Initial RESEA

Below are the required Initial RESEA components that must be completed **prior to the RESEA Review**. As part of the CCS and prior to the RESEA Review, portions of the Initial RESEA meeting can be done in a group setting, but there must be an individual one-on-one component to sign off on the CAP/IRP, review of the RESEA UI Eligibility Assessment questionnaire, and to individually schedule the RESEA Review.

Step	Action
1	Review Individual Needs Assessment (INA) / Job Search Inventory
2	Complete <b>CAP/ IRP</b> with the job seeker <ul style="list-style-type: none"> <li>Complete goal action steps for each goal (mandatory and additional goals)</li> <li>Set target dates for each goal</li> <li>Customer must sign and date CAP form and Section 30 Acknowledgement</li> </ul>
3	Provide explanation of LMI research and resources
4	One-on-one UI Eligibility Review to: (1) verify work search logs, (2) confirm able, available and actively seeking work, and (3) review of RESEA UI Eligibility Assessment questionnaire
5	Schedule RESEA appointment prior to RESEA deadline date
6	Referral to additional Career Center services – workshops* and/or events* (*Verification of attendance must be verified to attain RESEA Review)
7	Make a copy of the job seeker's <b>signed</b> and <b>dated</b> CAP goals for job seeker

\*Career centers may use their own format of the CAP/IRP as long as it contains the required *mandatory goals, goal action steps and target dates* including the following statements that job seekers must sign:

*I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.*

*I have been informed about the Training Opportunities Program (TOP/Section 30) and understand that I must submit a complete TOP/Section 30 application within the first 20 weeks of receiving my UI benefits to be potentially eligible for Section 30 unemployment benefits.*

The CAP goals keyed into MOSES must match the goals on the job seeker's hard copy, including target dates, action steps\*, and acknowledgement statements.

To use and print the CAP goals in MOSES:

- From the *Special Programs* tab, select *CAP* and print the CAP goals by selecting the *Print* button

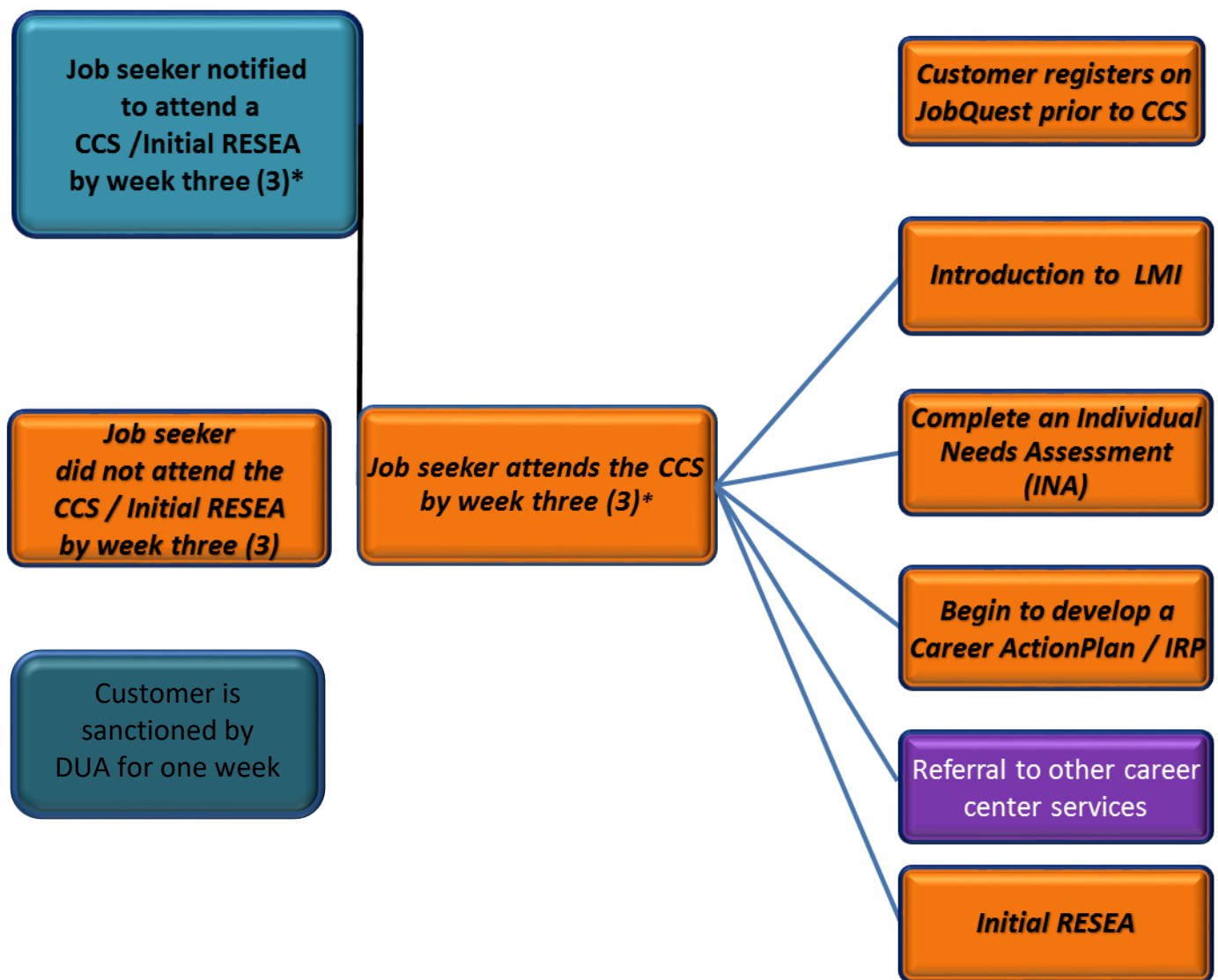
**NOTE:** The job seeker must leave the Initial RESEA meeting with their **signed** CAP form that they started in the CCS and completed at the Initial RESEA meeting. A copy must be kept on file until they complete their RESEA Review.

\*Entering the Goal Action Steps on the MOSES CAP is dependent on local office policy.





## Career Center Seminar (CCS) Flowchart



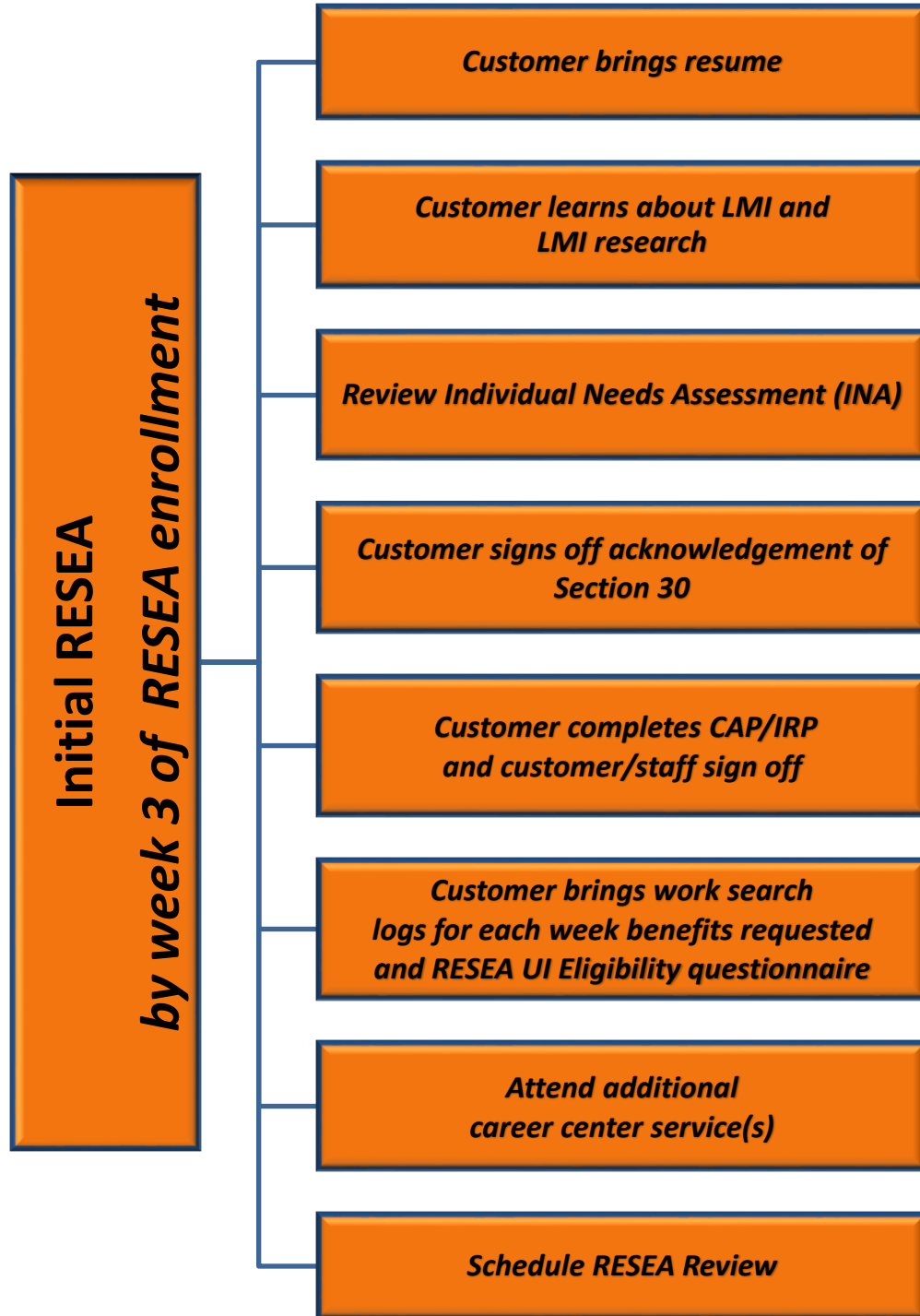
**\*In order to reschedule Excused into week four (4), any rescheduling must be done prior to the original week three (3) *Attend By* date in order to avoid the one (1) week sanction.**





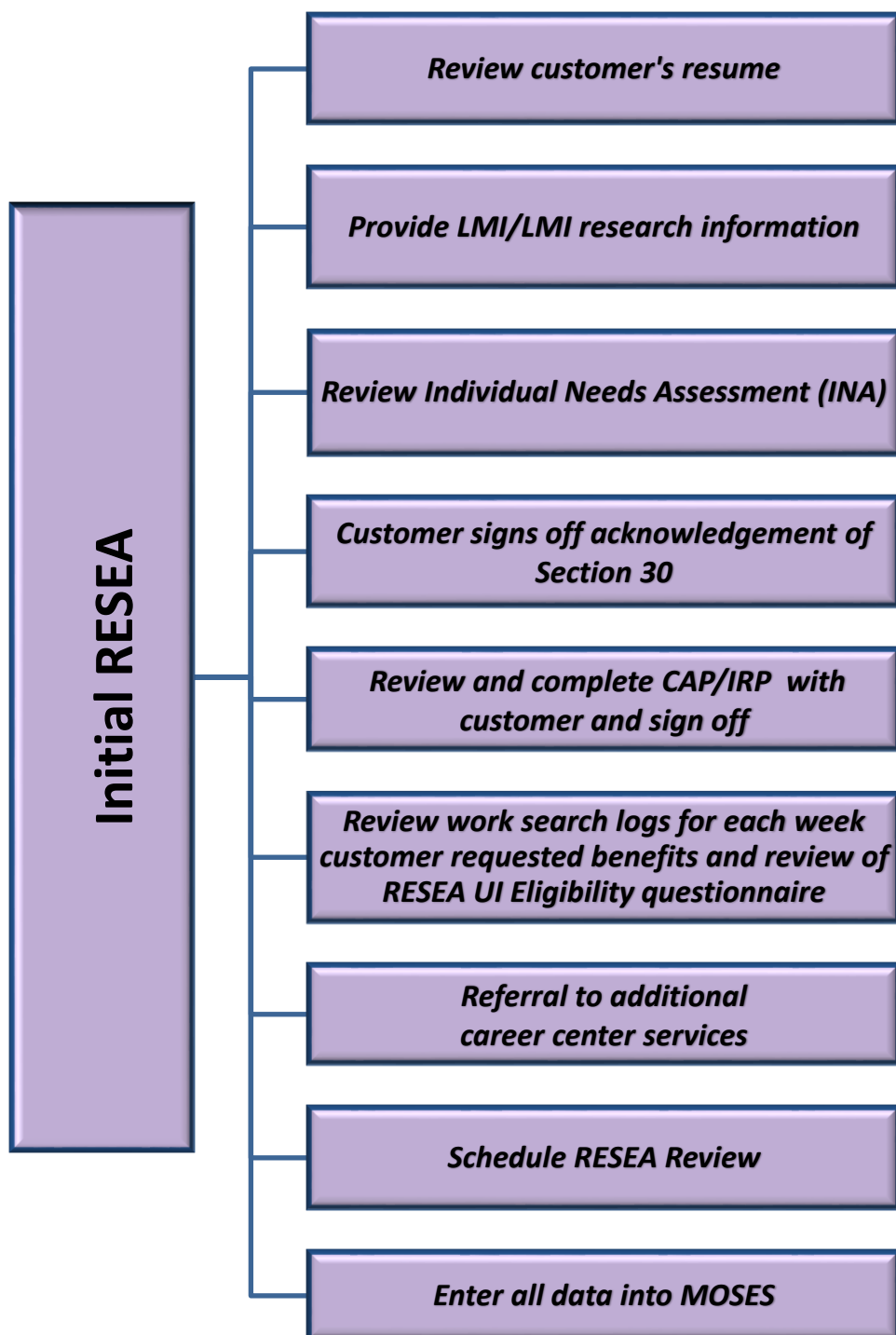
## Initial RESEA Flowchart (Job Seeker)

The Initial RESEA is a group meeting that immediately follows the CCS and has an individual, one-on-one UI Eligibility Review component to meet with each job seeker to review their work search logs, resume, schedule their RESEA review and ask if they are able, available and actively seeking work.





## Initial RESEA Flowchart (Staff Activities)





## Career Center Seminar Scheduling

Job seekers have three (3) weeks to attend a Career Center Seminar (CCS) from date of enrollment. Job seekers have three options to schedule themselves for the CCS. (1) via JobQuest, (2) call into the Interactive Voice Response System (IVRS) or (3) contact a career center directly to schedule a Career Center Seminar.

Step	Action
1	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
2	Type in the job seeker's ID, last name, or social security number. Click on the <i>select</i> button. The Scheduling window will appear.
3	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
4	Select date range on the "From: and To:" boxes. Then click the <i>Search</i> button to view the list of CCS dates. Updates in the Services history.
5	In the "Schedule (Select Appointment)" section, choose appropriate CCS from list that appears. Click "Schedule Job Seeker" button in lower right of screen.
6	Selected CCS will appear in the "Current Appointment" field at the top. Confirm date and time with job seeker.
7	Be sure to click close to complete the registration.

**Scheduling**

TEST, Susan SSN: 999-22-0582 ID: 12503421

**Current Appointment**  
Not Currently Scheduled

**CCS Scheduling** Cancel Appointment

**Notification Details**

Notice Date: 11/28/2015 Attend by: 12/18/2015 Reschedule Attend by: 12/25/2015 RESEA Deadline 01/01/2016

**Scheduling/Rescheduling**

☐ No Good Cause or After Sanction  
☐ Good Cause - Excused  
☐ Exempted

Comments:

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input checked="" type="checkbox"/>	12/08/2015 11:00 AM	The Work Place	Boston	0	0/23
<input type="checkbox"/>	12/15/2015 11:00 AM	The Work Place	Boston	0	0/23

Row 1 of 2 More

**Residence Address**

Address: 19 Staniford St  
City: Boston  
State: MA Zip: 02114

**Filter Schedule**

Origin Zip Code: 02114

☒ Career Center (Distance)  
The Work Place

☐ Location

From: 12/01/2015 C To: 12/18/2015 C Search

**Service History**

Date	Staff ID	Category	Service Result	Career Center
11/28/15	MMEIB	Profiling - CCS/RESEA/EUC	Notified of CCS	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RESEA - Reemployment Services	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RES - Reemployment Services	Hurley/MOSES Unit

View

**Schedule Job Seeker**  
Close

**NOTE:** The career center location defaults to the career center closest to the job seeker's residential address. The Seminar selected date range defaults to the three weeks up to the 'must attend by' date.





## Career Center Seminar Scheduling, continued

The job seeker's selected CCS date, time and location will appear at the top of the scheduling screen in the Current Appointment field.

The screenshot shows a web application window titled "Scheduling". At the top, it displays the name "TEST, Susan", "SSN: 999-22-0582", and "ID: 12503421". Below this, the "Current Appointment" field is highlighted with an orange box and contains the text "12/08/15 11:00 AM - The Work Place(Boston)". To the right of this field is a "CCS Scheduling" button and a "Cancel Appointment" button. Below these is a "Notification Details" section. It contains four date fields: "Notice Date: 11/28/2015", "Attend by: 12/18/2015" (highlighted with an orange box), "Reschedule Attend by: 12/25/2015", and "RESEA Deadline: 01/01/2016" (highlighted with an orange box).

**NOTE:** If the job seeker's *Attend By* date is quickly approaching, the job seeker must be made aware that they may go to a career center of their choice. If the career center of their choice is not available, it is not an excused reason not to attend prior to their third week CCS must attend by date. Staff can register the job seeker at any career center with availability in Massachusetts.

**REMINDER:** Look at the CCS *Attend by* date to assure that the customer is scheduled prior to their deadline date to avoid a sanction.





## Rescheduling CCS with Good Cause - Excused

The Career Center Seminar (CCS) may be rescheduled up to one (1) additional week, into week four (4), Excused if the job seeker requests the reschedule prior to their three (3) week CCS must attend by date. See the Excused drop down box for acceptable reasons for scheduling/re-scheduling *Good Cause - Excused*. Any reschedule made after the *Must Attend By* date is not excused and will result in a sanction. MOSES will not allow a Reschedule Good Cause after the *Must Attend by Date*. Clearly document the *Good Cause - Excused* in the *Comments* box and MOSES notes with all pertinent details.

Step	Action
<b>NOTE:</b>	Check the <i>Services</i> screen to confirm that the job seeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with job seeker. If a potential issue is identified, DUA must be notified. Create the Potential Issue in MOSES to notify DUA.
<b>1</b>	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
<b>2</b>	Type in the job seeker's ID, last name, social security number, or claimant ID. Click on the <i>select</i> button. The Scheduling window will appear.
<b>3</b>	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
<b>4</b>	Select date range on the "From: and To:" boxes. Then click the <i>Search</i> button and choose appropriate CCS from list that appears. Must be before the <i>Reschedule Attend By</i> date to avoid a sanction. Updates in the <i>Services</i> history.
<b>5</b>	Click <i>Scheduling/Rescheduling Good Cause – Excused</i>
<b>6</b>	In comments box, document reason for scheduling/rescheduling excused. The comment box note will create a Reschedule service entry on the <i>Services</i> screen.
<b>7</b>	Click "Schedule Job Seeker" button in lower right of screen and selected CCS will appear in the "Current Appointment" field at the top. Confirm date and time with job seeker.
<b>8</b>	Be sure to click close to complete the registration.

**TEST, Susan** SSN: 999-22-0582 ID: 12503421

**Current Appointment**  
**Not Currently Scheduled**

**CCS Scheduling** Cancel Appointment

**Notification Details**  
Notice Date: 11/28/2015 Attend by: 12/18/2015 Reschedule Attend by: 12/25/2015 RESEA Deadline: 01/01/2016

**Scheduling/Rescheduling**  
☐ No Good Cause or After Sanction Date  
☒ Good Cause - Excused  
☐ Exempted

Comments:  
Susan called on 12-16-15 to reschedule her CCS; she stated that she had a flat tire.

**Residence Address**  
Address: 19 Staniford St  
City: Boston  
State: MA Zip: 02114

**Filter Schedule**  
Origin Zip Code: 02114  
☒ Career Center (Distance)  
 The Work Place  
☐ Location  
 From: 12/01/2015 To: 12/25/2015 Search

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input type="checkbox"/> 12/08/2015	11:00 AM	The Work Place	Boston	0	1/23
<input type="checkbox"/> 12/15/2015	11:00 AM	The Work Place	Boston	0	0/23
<input checked="" type="checkbox"/> 12/22/2015	11:00 AM	The Work Place	Boston	0	0/23

Row 3 of 3

**Service History**

Date	Staff ID	Category	Service Result	Career Center
11/28/15	MMEIB	Profiling - CCS/RESEA/EUC	Notified of CCS	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RESEA - Reemployment Service	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RES - Reemployment Services	Hurley/MOSES Unit

**Schedule Job Seeker** View Close





## Rescheduling CCS with Good Cause – Excused, continued

**Scheduling** TEST, Susan SSN: 999-22-0582 ID: 12503421

**Current Appointment**  
**Not Currently Scheduled** **CCS Scheduling** [Cancel Appointment](#)

**Notification Details**  
Notice Date: 11/28/2015 Attend by: 12/18/2015 Reschedule Attend by: 12/25/2015 RESEA Deadline: 01/01/2016

**Scheduling/Rescheduling**  
☐ No Good Cause or After Sanction  
☒ **Good Cause - Excused**  
☐ Exempted

**Comments:**

**Residence Address**  
Address: 19 Staniford St  
City: Boston

**Schedule [Select Appor]**

Schedule Date	Schedule Time
<input type="checkbox"/> 12/08/2015	11:00 AM
<input type="checkbox"/> 12/15/2015	11:00 AM
<input checked="" type="checkbox"/> 12/22/2015	11:00 AM

**Service History**

Date	Staff ID
11/28/15	MMEIB
11/28/15	MMEIB
11/28/15	MMEIB

**Career Center Seminars**

**Scheduling / Rescheduling After Deadline - Excused**

Please note that Job Seekers can only be excused for scheduling / rescheduling beyond their grace period for one of the following reasons:

- Attendance at a job interview.
- Claimant, household member or immediate family member illness.
- Emergency family care issue, provided, that attempts to secure family care for the scheduled activity have been made.
- Unexpected transportation problems.
- Previously scheduled health-related appointments.
- Jury Duty.
- Death of a household member or immediate family member (including a spouse, child, parent brother, sister, grandparent, stepchild, or parent of a spouse).
- The individual's need to address the physical, psychological and legal effects of domestic violence as defined in M.G.L. c. 151A.

☐ Do not show this message again until the next time you log in to MOSES

[OK](#)

**NOTE:** Be aware of categorizing the reschedule as 'Excused' because if the reason for the reschedule is an ongoing situation, it may be an *"able, available, and actively seeking work"* issue. Check MOSES Notes and Services for any previous rescheduling. If the reason is not listed on the *Good Cause – Excused* dialogue box, it cannot be rescheduled as 'Excused'. The CCS may be rescheduled up to one (1) additional week, into week four (4), Excused if the job seeker requests the reschedule prior to their CCS must attend by date.

Rescheduling *Excused* is temporary in nature and does not interfere with the UI Eligibility of *"able, available, and actively seeking work"* (i.e., car broke down on the way to CCS versus I have no transportation or my childcare provider is sick versus I do not have childcare).

If sanctioned, a CCS issue is created in the UI database and immediately auto-adjudicated. A one-week disqualification determination is sent to the claimant with appeal rights. Claimant has 10 days to appeal.





## Rescheduling CCS with “No Good Cause”

Step	Action
<b>NOTE:</b>	Check the <i>Services</i> screen to confirm that job seeker has not been previously rescheduled. Document any patterns/changes in MOSES notes and discuss patterns with job seeker. If a Potential Issue is identified, DUA must be notified. Create the Potential Issue in MOSES to notify DUA.
<b>1</b>	From MOSES, click on <i>Events</i> > select <i>CCS Orientation Scheduling</i> .
<b>2</b>	Type in the job seeker’s ID, last name, or social security number. Click on the <i>select</i> button. The Scheduling window will appear.
<b>3</b>	From the <i>Filter Schedule</i> section, select a <i>Career Center or Location</i> using the drop-down lists.
<b>4</b>	Select date range on the “From: and To”: boxes. Then click the <i>Search</i> button. Updates in the <i>Services</i> history.
<b>5</b>	Click <i>Scheduling / Rescheduling After Deadline – No Good Cause</i>
<b>6</b>	In comments box, document reason for scheduling/rescheduling with no good cause. The comment box note will create a Reschedule service entry on the <i>Services</i> screen.
<b>7</b>	In the “Schedule (Select Appointment)” section, choose appropriate CCS from list that appears. Click “Schedule Job Seeker” button in lower right of screen.
<b>8</b>	Selected CCS will appear in the “Current Appointment” field at the top. Confirm date and time with job seeker.
<b>9</b>	Be sure to click close to complete the registration.

**Scheduling**

TEST, Susan SSN: 999-22-0582 ID: 12503421

**Current Appointment**  
Not Currently Scheduled **CCS Scheduling** Cancel Appointment

**Notification Details**  
Notice Date: 11/28/2015 Attend by: 12/18/2015 Reschedule Attend by: 12/25/2015 RESEA Deadline: 01/01/2016

**Scheduling/Rescheduling**  
☒ No Good Cause or After Sanction Date  
☐ Good Cause - Excused  
☐ Exempted

Comments:  
Susan stated that she is going on vacation

**Residence Address**  
 Address: 19 Stanford St  
 City: Boston  
 State: MA Zip: 02114-

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input type="checkbox"/> 12/08/2015	11:00 AM	The Work Place	Boston	0	1/23
<input type="checkbox"/> 12/15/2015	11:00 AM	The Work Place	Boston	0	0/23
<input checked="" type="checkbox"/> 12/22/2015	11:00 AM	The Work Place	Boston	0	0/23

Row 3 of 3

**Filter Schedule**  
 Origin Zip Code: 02114-  
☒ Career Center (Distance)  
 The Work Place  
☐ Location  
 From: 12/01/2015 To: 12/25/2015 Search

**Service History**

Date	Staff ID	Category	Service Result	Career Center
11/28/15	MMEIB	Profiling - CCS/RESEA/EUC	Notified of CCS	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RESEA - Reemployment Service	Hurley/MOSES Unit
11/28/15	MMEIB	Program Enrollment	RES - Reemployment Services	Hurley/MOSES Unit

View Schedule Job Seeker Close





# Career Center Seminar Scheduling through JobQuest

The Executive Office of Labor and Workforce Development (EOLWD) Logout

## Massachusetts JobQuest

Home Find Jobs Locate Training Search Events My JobQuest Help

Search and Find Jobs in Massachusetts with JobQuest » My JobQuest

Welcome Susan Test Job Seeker ID: 12503421

---

**Your Job Seeker ID: 12503421**  
The Job Seeker ID assigned to you can be used to login in place of your Social Security Number. Please store this ID in a secure location.

**Inbox** \*\*\* SECURITY ALERT \*\*\*  
[PLEASE READ](#)

[Review Matched Jobs](#)

Your closest [Career Center](#) has [55 Events](#) this week.

**New TORQ Tool Available to JobQuest Users**  
TORQ helps you to find job openings in your current occupation and identifies additional occupations for which you are qualified

[Learn about TORQ](#) [TORQ Login](#)

**Schedule Career Center Seminar**

**You have been sent a notification from the Department of Unemployment Assistance (DUA) informing you that you must attend a CCS by 12/18/2015.**

You can use the 'Schedule CCS' button to schedule your seminar. [Schedule CCS](#)

You can also call 1-800-653-5586 or contact a [Career Center](#) near you to schedule.

---

**My JobQuest Profile** [Change Password or Secret Answer](#)

**Personal Information**


- ✓ [Contact Information](#)
- ✓ [Demographics](#)

**Contact Information:**  
[Viewable to Employers](#)

**Career Information**

The information in this section is used to build your 'Personal Fact Sheet'. Select 'What Employers See' to see how your information will appear to employers. Your Job Match Status must be Active for employers to see this information.

- ✗ [Career Objective](#)
- ✓ [Work History](#)
- ✗ [Education](#)
- ✗ [Training](#)
- ✗ [License, Certification & Registration](#)



**Review your information:**

[Personal Fact Sheet](#)

[What Employers See](#)

---

**My Résumé** ?

There are two ways an Employer can view your profile. You can attach a résumé for employers to view or copy and paste your résumé so that Employers can find you, if you match their job requirements.

**Attached Résumé** [Upload](#)

**Copy & Paste** [Add](#)

**Job Match Profile** ?

Complete the Job Match Profile to allow employers to find you and to activate the Match Jobs button.

- ✓ [Job Occupations & Job Titles](#)
- ✗ [Skills Profile](#)

View matched jobs ... [Match Jobs](#)

**Job Match Profile Status: Incomplete**

---

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A Job Seeker enrolled in RESEA within the last three weeks and has not recently attended a CCS will see the message below on their JobQuest "My JobQuest" dashboard page in the Schedule Career Center Seminar box.

**Schedule Career Center Seminar**

**You have been sent a notification from the Department of Unemployment Assistance (DUA) informing you that you must attend a CCS by 12/18/2015.**

You can use the 'Schedule CCS' button to schedule your seminar. [Schedule CCS](#)

You can also call 1-800-653-5586 or contact a [Career Center](#) near you to schedule.





## CCS Scheduling through JobQuest, continued

The Executive Office of Labor and Workforce Development (EOLWD)
Logout

Massachusetts JobQuest

Home Find Jobs Locate Training Search Events My JobQuest Help

Search and Find Jobs in Massachusetts with JobQuest » My JobQuest » Career Center Seminar Scheduling

### Career Center Seminar Scheduling

89 event(s) found | Show 10 results per page

Showing records 11 to 20 of 89
Page 2 of 9 Previous Next

Sort by clicking on Column Headings. Reverse sort order by clicking the same column heading a second time.

Event Date & Time	CCS Event Details	Career Center	City/Town	Duration Hours	Schedule
Monday 12/07/2015 8:00 AM	<a href="#">Career Center Seminar Details</a>	ValleyWorks - Career Center of Lawrence	Lawrence	3.0	<a href="#">Schedule</a>
Monday 12/07/2015 10:00 AM	<a href="#">Career Center Seminar Details</a>	ValleyWorks - Career Center of Haverhill	Haverhill	3.0	<a href="#">Schedule</a>
Tuesday 12/08/2015 2:00 PM	<a href="#">Career Center Seminar Details</a>	ValleyWorks - Career Center of Haverhill	Haverhill	3.0	<a href="#">Schedule</a>
Tuesday 12/08/2015 11:00 AM	<a href="#">Career Center Seminar Details</a>	The Work Place	Boston	3.0	<a href="#">Schedule</a>
Thursday 12/10/2015 11:00 AM	<a href="#">Career Center Seminar Details</a>	The Work Place	Boston	3.0	<a href="#">Schedule</a>
Thursday 12/10/2015 11:00 AM	<a href="#">Career Center Seminar Details</a>	The Career Place	Woburn	3.0	<a href="#">Schedule</a>

Showing records 11 to 20 of 89
Page 2 of 9 Previous Next

Return

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Logout

Massachusetts JobQuest

Home Find Jobs Locate Training Search Events My JobQuest Help

Search and Find Jobs in Massachusetts with JobQuest » Search Events » Event Details

Event Information
Event Name: Career Center Seminar
Event Type: Not Specified

Event Date:  
Monday 03/28/2016  
Event Time: 09:00 AM

Event Description:  
The Career Center Seminar is your opportunity to learn about the full array of services, events, and programs available at the Massachusetts One-Stop Career Centers.

Career Center Location
Career Center:  
ValleyWorks - Career Center of Lawrence  
Address:  
439 South Union Street  
Heritage Place Building  
Lawrence, MA 01843  
Map this location  
Phone: (978) 722-7000

Registration Information:  
Fee: \$0.00  
Website: [www.valleyworks.cc](http://www.valleyworks.cc)

Print Return

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## CCS Scheduling, through JobQuest, continued

### Career Center Seminar Scheduling

121 event(s) found | Show  results per page

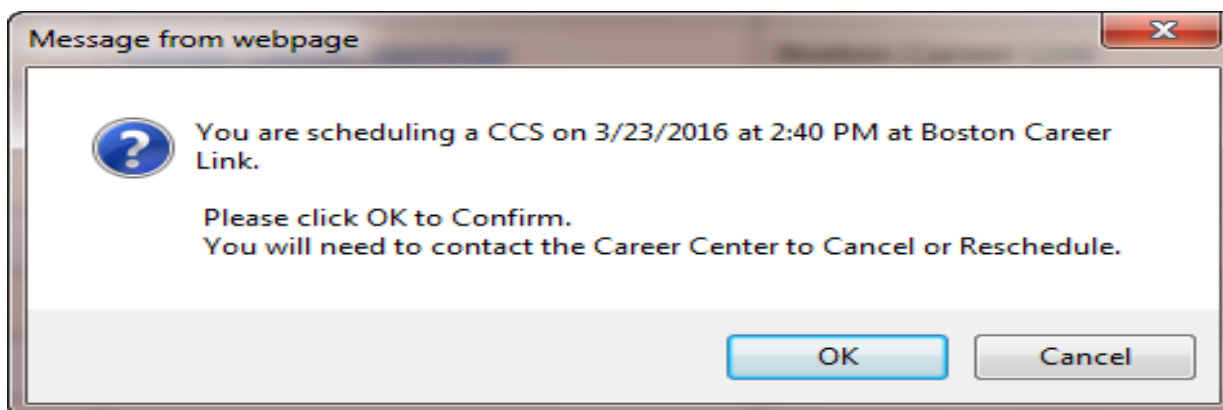
Showing records 11 to 20 of 121 Page  of 13 [Previous](#) | [Next](#)

Event Date & Time	Event Name	Career Center	Duration Hours	Schedule
Tuesday 03/29/2016 01:30 PM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Monday 04/11/2016 09:00 AM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Monday 04/04/2016 09:00 AM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Monday 03/28/2016 09:00 AM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Thursday 04/14/2016 01:30 PM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Thursday 04/07/2016 01:30 PM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Thursday 03/31/2016 01:30 PM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Wednesday 04/13/2016 09:00 AM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Wednesday 03/30/2016 09:00 AM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>
Wednesday 04/06/2016 09:00 AM	<a href="#">Career Center Seminar</a>	Career Center of Lowell	3.0	<a href="#">Schedule</a>

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[Return](#)


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## CCS Scheduling, through JobQuest, continued

### Schedule Career Center Seminar

**You are scheduled to attend a CCS on 2/25/2016 at 12:29 PM at the BerkshireWorks - Pittsfield.**

If you need to cancel or change this appointment please contact the Career Center where you are scheduled. Use the [Career Center](#) list to find the contact information.

## Other Job Seekers

### Schedule Career Center Seminar

Learn about the wide variety of Career Center services that can help you with your job search by attending a Career Center Seminar (CCS).

You can use the 'Schedule CCS' button to schedule your seminar.

**Schedule CCS**

You can also contact a [Career Center](#) near you to schedule.





## Career Center Seminar Scheduling in Languages Other than English

Career Centers that offer CCS in languages other than English will require a modified approach to scheduling job seekers into the CCS. Career centers that offer CCS in languages other than English, typically have them set up as Career center specific events and scheduling is not available through IVRS, JobQuest, or the CCS Scheduling Screen. See the example below that illustrates one approach.

Career center staff may contact the Multilingual Services line to assist customers speaking languages other than English.

Practice SSN: XXX-XX-5509 ID:

**Current Appointment**  
**Not Currently Scheduled**

**CCS Scheduling** [Cancel Appointment](#)

**Notification Details**  
Notice Date: 02/28/2015 Attend by: 03/20/2015 Reschedule Attend by: 03/27/2015 REA Deadline: 04/03/2015

**Scheduling/Rescheduling**  
☐ No Good Cause or After Sanction Date  
☐ Good Cause - Excused  
☐ Exempted

Comments:

**Residence Address**  
 Address:   
 City: Worcester  
 State: MA Zip: 01608-

**Schedule (Select Appointment)**

Schedule Date	Schedule Time	Career Center	Location	Distance (Miles)	Participants/ Openings
<input type="checkbox"/> 03/18/2015	09:00 AM	Workforce Central/Wc	Worcester	0	7/20
<input type="checkbox"/> 03/18/2015	01:00 PM	Workforce Central/Wc	Worcester	0	6/18
<input type="checkbox"/> 03/19/2015	09:00 AM	Workforce Central/Wc	Worcester	0	0/20
<input type="checkbox"/> 03/19/2015	01:00 PM	Workforce Central/Wc	Worcester	0	0/20
<input type="checkbox"/> 03/23/2015	01:00 PM	Workforce Central/Wc	Worcester	0	0/20

Row 1 of 11 [More](#)

**Filter Schedule**  
 Origin Zip Code: 01608-  
☒ Career Center (Distance)  
 Workforce Central/Worcester  
☐ Location  
  
 From: 03/16/2015 C To: 03/27/2015 C [Search](#)

**Service History**

Date	Staff ID	Category	Service Result	Career Center
02/28/15	MOSESINT	Program Enrollment	REA - Reemployment Eligibility A	Workforce Central/Worcester
02/28/15	MOSESINT	Program Enrollment	RES - Reemployment Services	Workforce Central/Worcester
02/28/15	MOSESINT	Profiling - CCS/EUC Orientation	Notified of CCS	Workforce Central/Worcester
05/04/12	JVILL	Profiling - CCS/EUC Orientation	Attended CCS/Orientation	Workforce Central/Worcester

[View](#) [Schedule Job Seeker](#) [Close](#)

The option for scheduling a CCS in languages other than English does not appear on the CCS Scheduling screen.

**\*Use this screen only to identify the CCS and RESEA deadline dates.**

**\*NOTE:** the scheduling/rescheduling after deadline field is not an option to use for languages other than English because it is an Event.

**Job Seeker Scheduled Events**

**Event Schedule**

Event Name	Location	Career Center	Schedule Date	Schedule Time	Participants/ Openings
Spanish Career Center Seminar	Conference Room A	Workforce Central/Worcester	03/06/2015	10:00 AM	7/15
Spanish Career Center Seminar	Conference Room A	Workforce Central/Worcester	03/13/2015	10:00 AM	9/15
Spanish Career Center Seminar	Conference Room A	Workforce Central/Worcester	03/20/2015	10:00 AM	1/15
Spanish Career Center Seminar	Conference Room A	Workforce Central/Worcester	03/27/2015	10:00 AM	0/15

March 2015

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**Search Criteria**  
 Job Seeker/Employer:  
☒ Job Seeker ☐ Employer  
 Career Center:  
 Workforce Central/Worcester  
 Events:  
 Spanish Career Center Seminar  
[Selected Date](#)  
[Show Selected Week](#)  
[Show Selected Month](#)

To schedule the job seeker into a CCS in languages other than English, go to the Event scheduling screen.





## CCS Scheduling in Languages Other than English, continued

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name:  Facilitator:

Career Center:  Co-Facilitator 1:

Date:  Time:  Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	Funding Source	Scheduled By
<input checked="" type="checkbox"/>	###-##-5509	1111111	Test	Practice	555-111-1111		TSTAF

Quick Search Add Delete OK Cancel Go to Job Seeker

Job seeker is registered under the scheduled event for other language CCS'.

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name:  Facilitator:

Career Center:  Co-Facilitator 1:

Date:  Time:  Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	REA Review Deadline	Scheduled By	Attended
<input checked="" type="checkbox"/>			Test	Practice			EMERO	
<input type="checkbox"/>	###-##-0978	12093328	Joe	Practice			IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-6712	12436864	Fred	Practice		03/27/2015	IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-9113	12441949	Sam	Practice			EMERO	<input type="radio"/> Yes <input checked="" type="radio"/> No

Quick Search Add Delete OK Cancel Go to Job Seeker

The RESEA icon appears with a RESEA Review deadline date (field) for the English CCS, but not for other language CCS'.





## CCS Scheduling in Languages Other than English, continued

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name: Spanish Career Center Seminar Facilitator: HDELE

Career Center: Workforce Central/Worcester Co-Facilitator 1:

Date: 03/13/2015 Time: 10:00 AM Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	Funding Source	Scheduled By	Attended
<input type="checkbox"/>	###-##-3806	11111111	Jes	Practice	-		JZAPA	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-5635	77777777	Joe	Practice			HDELE	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="checkbox"/>	###-##-1807	33333333	Test	Practice			HDELE	<input type="radio"/> Yes <input checked="" type="radio"/> No

Quick Search Add Delete OK Cancel Go to Job Seeker

Once the job seeker has attended the other language CCS, the CAP Goals do not auto-populate.

\*NOTE: the RESEA Review deadline date field does not appear on the other language CCS participation screen.





## Career Center Seminar Event Participation Screen

The Event Participation screen is used for scheduling the job seeker for their RESEA Review. Notice the following:

- The \$ sign means the job seeker has a current UI claim
- The RESEA icon means they are enrolled in the RESEA program
- The RESEA Review deadline date:
  - Job seekers must be scheduled prior to their RESEA Review deadline date in order to avoid a sanction
  - If the RESEA deadline date is in the past, and there is no \$, the job seeker does not need to be scheduled for a RESEA review
  - If the RESEA deadline date is in the past, and there is a \$, the job seeker may need to be scheduled for a RESEA review if they have not yet met the RESEA requirements
    - This may require review of additional MOSES screens

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name: Career Center Seminar Facilitator: KLEON

Career Center: Hurley - MOSES Co-Facilitator 1:

Date: 12/09/2016 Time: 09:30 AM Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	RESEA Review Deadline	Scheduled By
<input type="checkbox"/>	###-##-4073	11122123	Al	Alpha	860-365-1111		MMAKE
<input type="checkbox"/>	###-##-4262	11122211	Bee	Beta	413-364-1111	12/23/2016	MMAKE
<input type="checkbox"/>	###-##-2788	11122212	Ernie	Eaton	413-391-1111	11/11/2016	MMAKE

Quick Search Add Delete OK Cancel Go to Job Seeker

RESEA icons: RE, ES, \$, JQ





## 60-dayer – Post Career Center Seminar

A 60-dayer is a RESEA customer who has attended a Career Center Seminar within 60 days prior to enrollment in the RESEA program. Once enrolled, a 60-dayer must complete their Initial RESEA and their RESEA Review requirements within five weeks after enrollment.

Test, Kevern SSN: XXX-XX-0090 ID: JQ RE RES S F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Review Work Search Activity	02/22/2016	03/28/2016	00/00/0000	Set, But Attainment Pending
Research LMI	02/22/2016	03/28/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/22/2016	03/28/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/22/2016	03/28/2016	00/00/0000	Set, But Attainment Pending
Acknowledges Section 30 Requirements	02/22/2016	02/22/2016	02/22/2016	Attained

Add Edit Delete Print

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

**After the 60 Dayer's attendance at CCS is recorded into MOSES, the following CAP goals are auto-populated:**

- Review Work Search Activity
- Research LMI
- Resume and Cover Letter Development
- Register with JobQuest
- Acknowledges Section 30 Requirements (must be attained prior to attaining the Initial RESEA Review CAP goal)

**The CAP goals for 60-dayers that are auto-populated at the time of enrollment in the RESEA program are:**

- Initial RESEA Review
- RESEA Review





## 60-dayer – Post Career Center Seminar, continued

When a 60-dayer is enrolled in the RESEA program, the General tab under the Services screen will display a service detail *Waived from CCS/Notified of CCS*.

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
02/13/2016	MOSESINT	Program Enrollment	RESEA - Reemployment Ser	CareerWorks	
02/13/2016	MOSESINT	Program Enrollment	RES - Reemployment Service	CareerWorks	
02/13/2016	MOSESINT	RESEA	Waived from CCS/Notified	CareerWorks	
12/30/2015	BARCODE	Job Search	Resource Room/Staff A	CareerWorks	2.0
12/30/2015	TSTAF	Assessment	Initial Assessment Interv	CareerWorks	
12/30/2015	TSTAF	Counseling	Training Exploration	CareerWorks	
12/30/2015	TSTAF	Career Planning	CMAP (Job Search Plan	CareerWorks	
12/30/2015	BARCODE	Assessment	Initial Assessment Interv	CareerWorks	0.2
12/30/2015	BARCODE	Job Search	Labor Market Info - Staf	CareerWorks	0.3
12/30/2015	BARCODE	Career Planning	CMAP (Job Search Plan	CareerWorks	0.2
12/30/2015	BARCODE	Orientation	Notified Of EEO Rights/	CareerWorks	0.2
12/30/2015	BARCODE	Orientation	Career Center Services/	CareerWorks	0.8
12/30/2015	BARCODE	Profiling - CCS/RESEA/EI	Attended CCS/Orientati	CareerWorks	

When the 60-Dayer is enrolled in the RESEA program, the following **CAP goals will be auto-populated** in the Special Programs tab in MOSES:

- Initial RESEA Review
- RESEA Review





## CAP Goals Auto-Populated

The mandatory RESEA CAP goals for claimants enrolled in the RESEA Program are auto-populated on the Special Programs MOSES CAP when attendance at CCS is recorded into *MOSES*.

Test, Susan SSN: XXX-XX-3811 ID: 11111111

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

CAP | BEST | SMARTT | Section 30 | VRAP | Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Initial RESEA Review	02/08/2016	00/00/0000	00/00/0000	Set, But Attainment Pending
RESEA Review	02/08/2016	00/00/0000	00/00/0000	Set, But Attainment Pending
Research LMI	02/08/2016	00/00/0000	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	00/00/0000	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	00/00/0000	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/08/2016	00/00/0000	00/00/0000	Set, But Attainment Pending
Acknowledges Section 30 Requirements	02/08/2016	00/00/0000	00/00/0000	Set, But Attainment Pending

Buttons: Add, Edit, Delete, Print

**Career Objective**  
Add or update on the Full tab. Remember to save after updating.  
Viewable to Employers on the internet (JobQuest) ☐ Yes ☐ No

Buttons: Trade, Eligibility, Match Criteria, Run Match, Eligibility Criteria, OK, Cancel

### RESEA Program Mandatory Goals:

- Acknowledges Section 30 Requirements
- Initial RESEA Review
- Research LMI
- Register with JobQuest
- Review Work Search Activity
- Resume and Cover Letter Development
- RESEA Review
- Future Goal/Event\*
- UI Eligibility review of work search for each and every week benefits are requested
- UI Eligibility to confirm that job seeker is able, available, and actively seeking work and review of the RESEA UI Eligibility Assessment questionnaire

\*The *Future goal/event* is not auto-populated. This goal or event is manually entered at the time of the RESEA Review. The goal will be one that meets the job seeker's job search needs. The purpose of the *Future Goal/Event* is to have job seekers return to the career center for ongoing services and support.





## Developing CAP Goals

**Components of a Career Action Plan:** A Career Action Plan is a comprehensive, step-by-step action plan that is developed with the job seeker for their benefit. This plan is a systematic approach to guide a job seeker from unemployment to employment. A goal must be developed for each of the RESEA Program requirements that the customer must complete in order to attain the RESEA Review.

GOAL	ACTION STEPS	PLAN
Clearly defined Realistic Attainable	Include timeframes Specific time & place (4 W's) Related to goals	Comprehensive A 'living document' Measurable

Test, Susan      SSN: XXX-XX-3811 ID: 11111111      REA RES      S F      Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

CAP | BEST | SMARTT | Section 30 | VRAP | Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 Requirement	02/08/2016	02/08/2016	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	02/08/2016	02/08/2016	00/00/0000	Set, But Attainment Pending
RESEA Review	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending

Add Edit Delete Print

Completion of the Goal Action Steps for each CAP goal in MOSES is a requirement based on local office policy. Goal Action Steps are required on customer's CAP form, but not in MOSES. Signing off on the CAP form, staff are attesting that customer has established goals prior to leaving the Initial RESEA.

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: Research LMI      Date Established: 02/08/2016      Scheduled/Target Date: 02/18/2016

Attainment: Set, But Attainment Pending      Actual Date: 00/00/0000

Reason Description:

Created Office: Hurley/MOSES Unit      Last Modified Office: Hurley/MOSES Unit      Last Modified Date: 02/08/2016      By: ITSTAF

OK Cancel





## Developing CAP Goals, continued

Career centers may use their own format of the CAP/IRP as long as it contains the required *mandatory goals, goal action steps and target dates*, including the following statements that job seekers must sign:

**Signature Statements on CAP Goal:** *I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.*

*I have been informed about the Training Opportunities Program (TOP/Section 30) and understand that I must submit a complete TOP/Section 30 application within the first 20 weeks of receiving my UI benefits to be potentially eligible for Section 30 unemployment benefits.*

Each job seeker CAP form must have completed Goal Action Steps that answers the following questions – **Who, What, Where, When** and the *Target Date* must be entered into MOSES.

- **Who** is the job seeker meeting with for services?
- **What** tasks will the job seeker be doing to complete each individual goal and what resources will they use (i.e., MassCIS, TORQ, O’Net)?
- **Where** will the job seeker complete these tasks (i.e., workshop, website)?
- **When** will the task be completed (i.e., date and time)?

By entering the CAP into MOSES, staff are attesting to the fact that this is the same information on the job seeker’s CAP form, including that the job seeker signed and dated the form. Documenting the CAP goal action step for each goal in MOSES is based on local career center policy and procedures.

To use and print the CAP goals in MOSES:

- From the *Special Programs* tab, select *CAP* and print the CAP goals by selecting the *Print* button

**NOTE:** The job seeker must leave the Initial RESEA meeting with their **signed** CAP form that they started in the CCS and completed at the Initial RESEA meeting. A copy will be kept on file until they complete their RESEA Review.





## Printing CAP Goals in MOSES

Test, Susan SSN: XXX-XX-000 5678 REA RES S F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services **Special Programs** Survey

**CAP** BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 Requirement	02/08/2016	02/08/2016	02/08/2016	Attained
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending

Resume and Cover Letter RESEA Review Initial RESEA Review

Career Objective Add or update on the Viewable to Employer

Buttons: Add, Edit, Delete, **Print**

**CAP Goals have changed**

Changes must be saved before you can proceed. Are you sure you want to save changes?

Yes No

**MOSES Printer Selection**

Current Printer: \\det-hurley-10\Hurley-1P1-Ricoh-MPC5503

Chosen Printer:

Printers Available: Click "PrintSetup Dialog" button for more options

\\det-hurley-10\Hurley-1P1-Ricoh-MPC5503 winspool Ne03:  
\\det-hurley-10\HURLEY-1P2-HPLJ400winspool Ne04:  
LJ500 (HP LaserJet 500 color M551) winspool Ne01:

PrintSetup Dialog OK

**Print All** ☒ Date established: From: 00/00/0000 To: 00/00/0000

OK Cancel





## Printing CAP Goals in MOSES, continued

### MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM CAREER ACTION PLAN

**Customer Name:** Test, Susan

**Job Seeker ID:** 12345678

**Career Objective:** Looking for Licensed Practical Nursing Position.  
I've worked in Nursing home, Correctional and DMR Facilities.

Goal Type	Goal Status	Scheduled / Target Date	Actual Date	Goal Action Steps	Created By
Acknowledges Section 30 Requirements	Attained	02/08/2016	02/08/2016		MOSESINT
Research LMI	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Register with JobQuest	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Review Work Search Activity	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Resume and Cover Letter Development	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
RESEA Review	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Initial RESEA Review	Attained	02/08/2016	02/08/2016		MOSESINT

I have assisted in developing this Career Action Plan and I agree with the goals and actions selected.

I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

I have been informed about the Training Opportunities Program (TOP/Section 30) and understand that I must submit a complete TOP/Section 30 application within the first 20 weeks of receiving my UI benefits to be potentially eligible for Section 30 Unemployment benefits.

Customer Signature: \_\_\_\_\_ Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

May 22, 2015

Page 1 of 1





## Recording Career Center Seminar and Initial RESEA Attendance

- Prompt and accurate recording of attendance is critical
- Confirm that everyone signed the attendance sheet

A delay in data entry or neglect in recording CCS attendance timely may cause customer to have an undue sanction and **temporary loss of benefits**.

**NOTE:** Attendance at CCS must be done at the **end** of the Initial RESEA appointment to confirm that customers attended both the CCS and the Initial RESEA.

**Job Seeker Event Participation Entry**

**Scheduled Event**

Name: Career Center Seminar Facilitator: KLEON

Career Center: Hurley - MOSES Co-Facilitator 1:

Date: 12/02/2015 Time: 09:30 AM Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	RESEA Review Deadline	Scheduled By	Attended
<input type="checkbox"/>	###-##-4073	11122123	Al	Alpha	860-365-1111		IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-4262	11122211	Bee	Beta	413-364-1111	12/06/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-0826	11133322	Clyde	Cato	413-610-1111		IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-3743	11122215	Dan	Doit	413-783-1111	11/27/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-2788	11122212	Ernie	Eaton	413-391-1111	12/06/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-7588	11122213	Fred	Free	413-789-1111	12/11/2015	MMAKE	<input checked="" type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-1784	11122211	George	Goodall	-	12/18/2015	IVRSCCS	<input checked="" type="radio"/> Yes <input type="radio"/> No

Quick Search Add Delete OK Cancel Go to Job Seeker





## Recording Acknowledgement of Section 30 Requirements

To attain the Section 30 goal, job seeker must have signed off on their CAP form acknowledging that they were informed and understand the requirements of the Section 30 Program, including the requirement to apply by the 20<sup>th</sup> payable week of their claim.

When *Acknowledges Section 30 Requirements* CAP goal is attained, the system will auto-populate the Reason Description box and create a note in MOSES Notes.

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: Acknowledges Section 30 Requ Date Established: 05/25/2016 Scheduled/Target Date: 06/01/2016

Attainment: Attained Actual Date: 06/01/2016

Reason Description: Claimant has signed off and acknowledges that they have been informed about the Training Opportunities Program (TOP/Section 30) and understands they must submit a complete TOP/Section 30 application within the first 20 weeks of receiving UI benefits.

Created Office: BerkshireWorks - Pittsfield

Last Modified Office: BerkshireWorks - Pittsfield Last Modified Date: 06/01/2016 By: TSTAF

OK Cancel

Massachusetts One Stop Employment System

Applicant Notes for: Burns III, Jakwain SSN: XXX-XX-1550 As of: 6/6/2016

Created Date	User ID	Notes
06/01/2016	TSTAF	(Acknowledges Section 30 Requirements) (Attained) Claimant has signed off and acknowledges that they have been informed about the Training Opportunities Program (TOP/Section 30) and understands they must submit a complete TOP/Section 30 application within the first 20 weeks of receiving UI benefits.

View Notes in Word OK





## Recording Initial RESEA

*Acknowledges Section 30 Requirement* CAP goal must be attained prior to attaining the Initial RESEA Review CAP goal.

Test, Susan SSN: XXX-XX-3811 ID: 11111111 REA RES S F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST/I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 Requirement	02/08/2016	02/08/2016	02/08/2016	Attained
Initial RESEA Review	02/08/2016	02/08/2016	02/08/2016	Attained
RESEA Review	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending

Add Edit Delete Print

Reemployment Services Goals and Tasks Details

Goal Action Steps:

Type of Goal: Initial RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/02/2015

Attainment: Attained Must Be Attained By: 1/1/2016 Actual Date: 12/02/2015

Created Office: Attained Last Modified Date: 12/22/2015 By: KLEON

Did Not Attain (DNA)  
Did Not Report (DNR)  
Set, But Attainment Pending

OK Cancel





## Recording Initial RESEA, continued

**NOTE:** In order to attain the RESEA Review, job seeker must attain the Initial RESEA.

**Did Not Attain (DNA)** – The job seeker attended the Initial RESEA and did not demonstrate that they are able, available and actively seeking work and did not agree to meet the requirements of the program.

The screenshot shows a window titled "Reemployment Services Goals and Tasks Details". It contains the following fields:

- Add Goal Action Steps** (tab)
- Type of Goal:** Initial RESEA Review
- Attainment:** Did Not Attain (DNA)
- Date Established:** 02/08/2016
- Scheduled/Target Date:** 02/18/2016
- Actual Date:** 02/18/2016
- Reason Description:** The job seeker attended the Initial RESEA but did not demonstrate that they are able, available and actively seeking work and did not agree to meet the requirements of the program.
- Created Office:** Hurley/MOSES Unit
- Last Modified Office:** Hurley/MOSES Unit
- Last Modified Date:** 02/18/2016
- By:** TSTAF
- Buttons:** OK, Cancel

**Did Not Report (DNR)** – The job seeker attended the CCS, and did not attend the Initial RESEA meeting.

The screenshot shows a window titled "Reemployment Services Goals and Tasks Details". It contains the following fields:

- Add Goal Action Steps** (tab)
- Type of Goal:** Initial RESEA Review
- Attainment:** Did Not Report (DNR)
- Date Established:** 02/08/2016
- Scheduled/Target Date:** 02/18/2016
- Actual Date:** 02/18/2016
- Reason Description:** The job seeker did not attend the Initial RESEA meeting
- Created Office:** Hurley/MOSES Unit
- Last Modified Office:** Hurley/MOSES Unit
- Last Modified Date:** 02/18/2016
- By:** TSTAF
- Buttons:** OK, Cancel

**The Services Screen detail shows the Failed Initial RESEA Review**

The screenshot shows the "Services" screen for a user named "TEST, Susan". The screen displays the following information:

- Header:** TEST, Susan | SSN: 999-22-0582 | ID: 12503421 | IQ REA RES | F | Note
- Tabs:** Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey
- Sub-tabs:** General | Employment | Administrative | Testing | Course/Activity | Youth Goals
- Services Table:**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
02/18/2016	TSTAF	RESEA	Failed Initial RESEA Re	Hurley/MOSES Unit		Add Edit

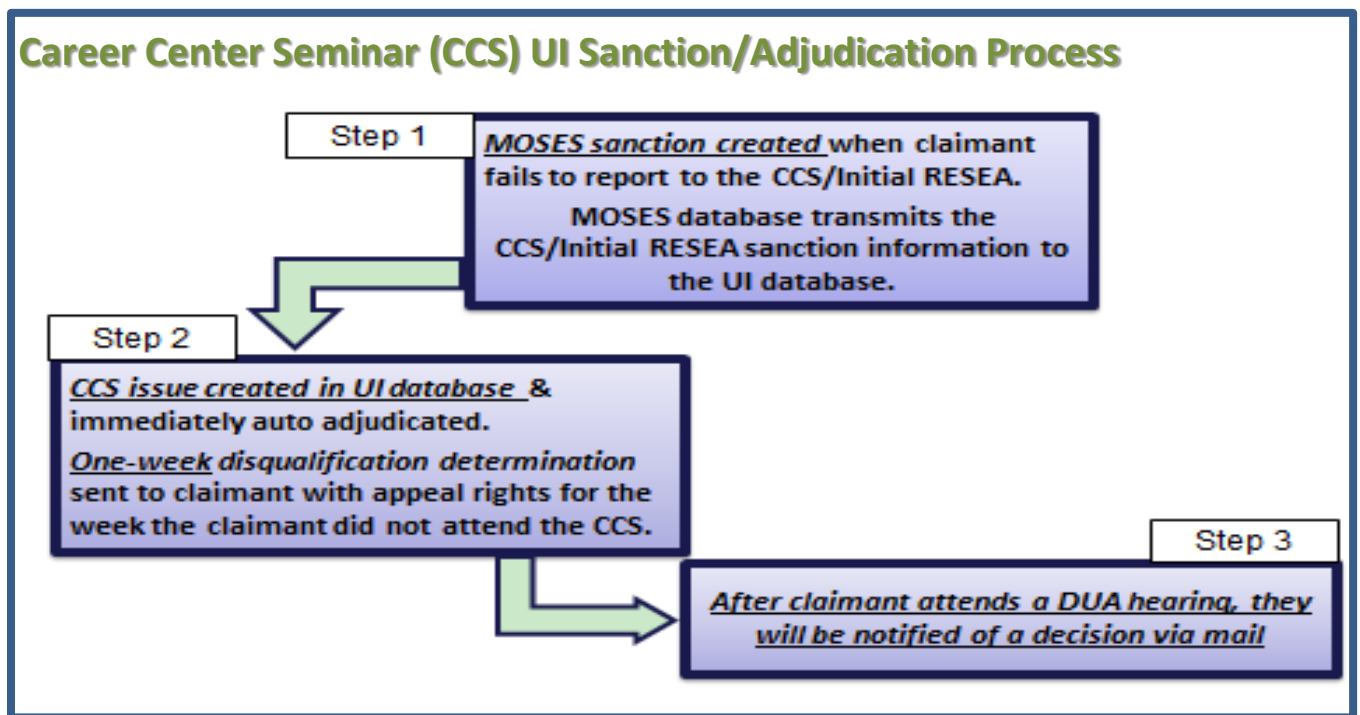




## Sanction for Not Attending a Career Center Seminar

Failure to attend a Career Center Seminar by week three (3) results in a one-week sanction.

A MOSES sanction is created when a claimant fails to report to the career center for a CCS. MOSES database transmits RESEA sanction information to the UI database. A RESEA CCS issue is created in the UI database and immediately auto adjudicated. A one-week disqualification determination is sent to the claimant with appeal rights for the week the claimant did not attend. The claimant has ten days to request an appeal/hearing. After the claimant attends a DUA hearing, they will be notified of a decision via mail.





NOTES PAGE



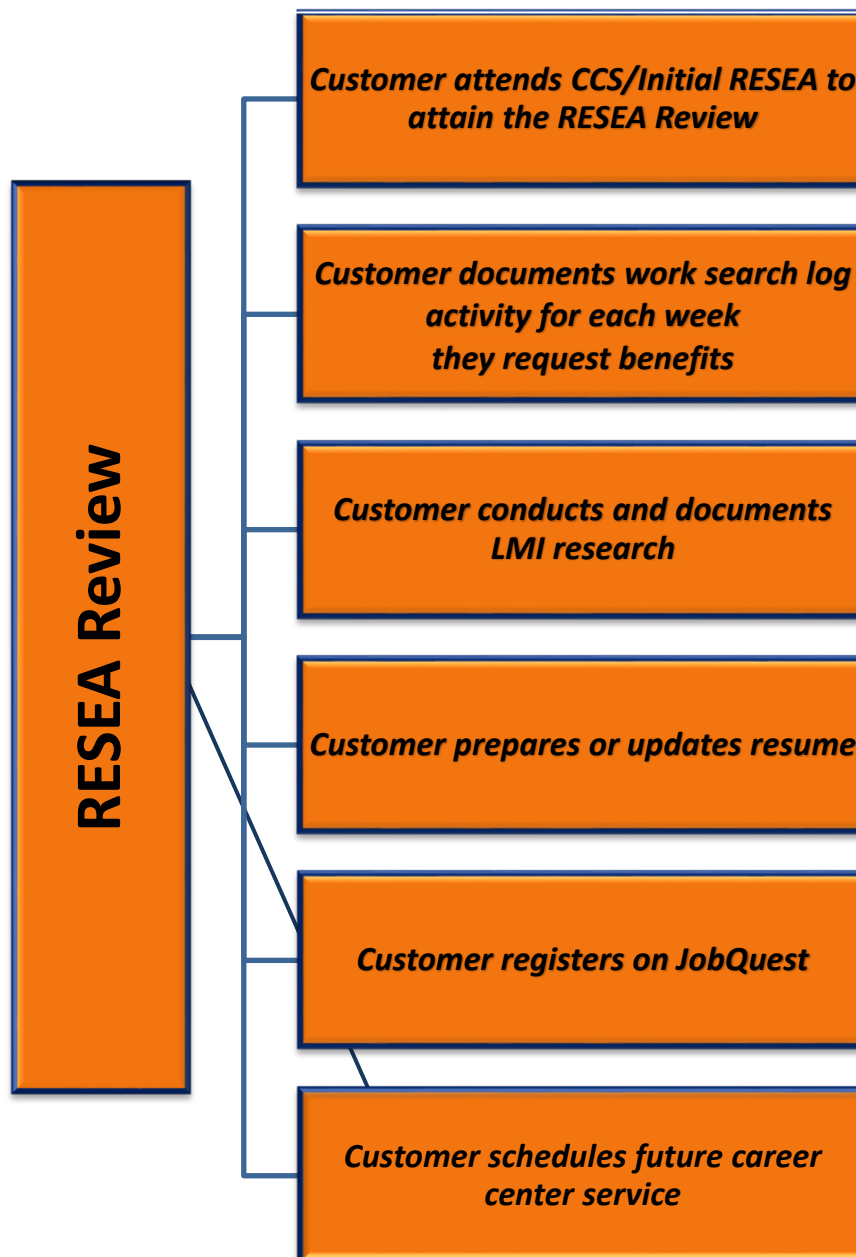


# RESEA Review Process (RESEA Review)



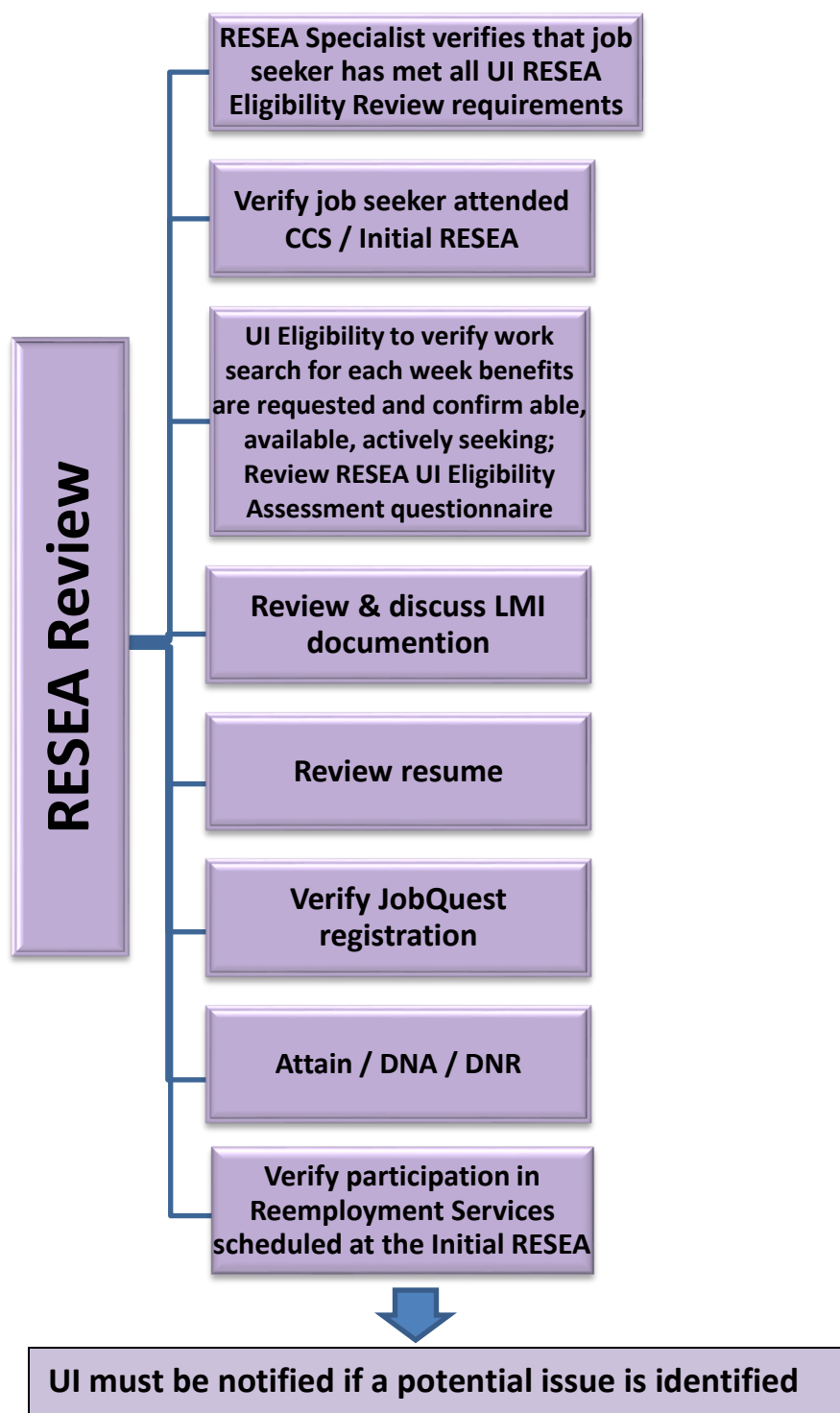


## RESEA Review Program Eligibility Requirements (Job Seeker)





## Conducting the RESEA Review (Staff)





## RESEA Review Process

The UI RESEA Review is a one-on-one meeting between the RESEA Specialist and a job seeker to provide the job seeker access to a full array of services available at the career center, and to ensure that the job seeker continues to comply with all UI eligibility requirements. The review tracks the job seekers progress towards meeting the required goals and CAP activities. It also ensures that the job seeker has met all requirements of the program and is scheduled for additional career center services beyond the RESEA Review date.

During the RESEA Review the following Program Requirements are verified for completion:

- Attended CCS/Initial RESEA by week three (3) and attended RESEA Review by week five (5)
- Acknowledged Section 30 Requirements
- Conducted UI Eligibility Review for work search for each and every week benefits are requested, completion of work search activity tracking document and continues to be able, available, and actively seeking employment
- Conducted review of RESEA UI Eligibility Assessment questionnaire
- Conducted and documented Labor Market Information (LMI) exploration
- Registered with JobQuest
- Provided Resume
- Completed steps on the Career Action Plan (CAP)
- Verification of attendance at any referral (i.e. workshop, event, etc.)
- Referral for future Career Center services

### DURING THE RESEA REVIEW MEETING

Step	Action
1	RESEA Specialist reviews all required documentation listed above.
2	RESEA Specialist conducts UI Eligibility review of: (1) work search for each and every week benefits are requested, (2) confirms able, available, and actively seeking work, and (3) review of UI Eligibility Assessment questionnaire
3	RESEA Specialist works with job seeker to review the Career Action Plan and review each individual goal to determine if the goal was attained.
4	Continue to provide on-going re-employment services to meet the individual needs of the job seeker.





## CAP Goal: Labor Market Information (LMI)

Research LMI
<p><b>Attainment Criteria:</b> RESEA Specialist reviews the LMI exploration and determines if the job seeker has all of the required documentation to attain the LMI goal</p> <ul style="list-style-type: none"> <li>Has the job seeker identified if their industry is growing, declining, or remaining stable?</li> <li>What did the job seeker identify as a salary range for the occupations explored?</li> <li>What is the source of their LMI?</li> <li>Has the job seeker provided documentation of their completed labor market exploration?</li> </ul>
<p><b>As a result of exploring LMI, job seeker will be able to identify:</b></p> <ul style="list-style-type: none"> <li>How labor market information informs their job search</li> <li>Transferrable skills</li> <li>Skills gaps</li> <li>Labor market trends</li> <li>Salary information</li> <li>Tools and resources available</li> </ul>
<p><b>Suggested questions to engage the job seeker during the RESEA Review</b></p> <ul style="list-style-type: none"> <li>Tell me about your labor market exploration?</li> <li>What did you learn?</li> <li>What industries/occupations have you considered based on your labor market exploration?</li> <li>What transferable skills did you identify?</li> <li>What skills gaps have you identified?</li> <li>Is the salary range realistic or acceptable to you?</li> </ul>
<p><b>Referrals to Relevant Career Center Services</b></p> <ul style="list-style-type: none"> <li>LMI workshop</li> <li>Other LMI related workshops offered by the Career Center</li> <li>Social Media</li> <li>MassCIS</li> <li>TORQ workshop</li> <li>Resource Room</li> </ul>
<p><b>Potential Issues</b></p> <p>Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.</p>





## CAP Goal: Labor Market Information, continued

Step	Action
1	RESEA Specialist reviews the LMI exploration that the job seeker has done and determines if the job seeker has all of the required documentation to attain the LMI goal.
2	From the <i>Special Programs</i> tab, select the <i>Research LMI</i> goal and click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
3	If goal is attained: In the <i>Reason Description</i> box, document clear, concise and concrete explanation of how the job seeker completed their LMI research, documenting the LMI tool, the occupation, the wage information, and whether the industry/occupation is in growth, decline, or stable, and does the LMI exploration correlate with their work search activity logs?
<b>Note:</b>	Occupation(s) noted in <i>Goal Action Step</i> must reflect in the <i>Reason Description</i> box, plus any other occupation(s) of interest.

Test, Susan      SSN: XXX-XX-3811 ID: 11111111      REA RES      S F      Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

CAP | BEST | SMARTT | Section 30 | VRAP | Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 Requirement	02/08/2016	02/08/2016	02/08/2016	Attained
Initial RESEA Review	02/08/2016	02/08/2016	02/08/2016	Attained
RESEA Review	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending

Add  
Edit  
Delete  
Print

**Reemployment Services Goals and Tasks Details**

**Add Goal Action Steps**

► Type of Goal: Research LMI    ► Date Established: 02/08/2016    ► Scheduled/Target Date: 02/18/2016

► Attainment: Attained    ► Actual Date: 02/18/2016

► Reason Description: Customer used TORQ to explore career options. She learned that her occupation of choice of Customer Service is growing by 10% in her local area and the average salary is \$26,000. She has the current skills for this position and does not require training. Her work search shows she is looking for work in this area.

Created Office: Small Career Center    Last Modified Office: Hurley/MOSES Unit    Last Modified Date: 02/18/2016 By: TSTAF

OK    Cancel





## CAP Goal: Work Search Activity

Review Work Search Activity
<p><b>Attainment Criteria:</b> Determine continued eligibility for UI benefits based on meeting work search criteria for each week benefits are requested</p> <ul style="list-style-type: none"> <li>Job seeker must be able, available, and actively seeking employment for each and every week benefits are requested</li> <li>Work search form must have three (3) valid attempts on three (3) different days for each week that the job seeker requested benefits</li> <li>Job seeker has not refused any appropriate job offers</li> </ul>
<p><b>As a result of tracking their job search, job seeker will be able to identify:</b></p> <ul style="list-style-type: none"> <li>If target wages are realistic and correspond with what was found in labor market exploration</li> <li>If there is a match between their Knowledge, Skills and Abilities (KSAs) and job requirements</li> </ul>
<p><b>Suggested questions to engage the job seeker during the RESEA Review</b></p> <ul style="list-style-type: none"> <li>Are you able, available, and actively seeking work?</li> <li>Tell me about your job search</li> <li>Tell me about the companies that have been the focus of your job search</li> <li>What could be preventing you from seeking/accepting job offers?</li> <li>How far are you willing to travel?</li> <li>Tell me about any interviews you have had recently</li> <li>Have you worked in any capacity? Have you had any earnings? If yes, document back to work in MOSES and notify DUA</li> <li>Have you refused any work?</li> <li>How do you find your salary expectations in relation to the job search?</li> </ul>
<p><b>Referrals to Relevant Career Center Specific Services</b></p> <ul style="list-style-type: none"> <li>Job Search workshop</li> <li>Career center specific workshops related to job search</li> <li>TORQ workshop</li> <li>Resource Room</li> <li>Networking, interviewing workshops</li> </ul>
<p><b>Potential Issues</b></p> <p>Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.</p>





## CAP Goal: Work Search Activity, continued

Step	Action
1	Determine continued eligibility for UI benefits.
2	From the <i>Special Programs</i> tab, select the work search activity goal and click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
3	If goal is attained: In the <i>Reason Description</i> box enter number of weeks and dates for each week of job search completed that met the DUA work search requirements and indicate how job seeker used LMI exploration in their job search (name the positions) to indicate if the industry/occupation is growing, declining or stabilized. Enter salary range based on LMI results. Click <i>OK</i> . Identify any consistencies or inconsistencies in MOSES notes.
<b>NOTE</b>	On the <i>Full</i> tab in MOSES, the date and staff member initials attest to verification of the Work Search review.

Test, Susan      SSN: XXX-XX-6176 ID:      JQ RE REs      \$ F      Notes

Basic **Full** Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

General Information Military Information Barriers Assistance

**Additional Information**

✓ Employed: Not Employed      Immigrant: ☐ Yes ☒ No

✓ Disability: ☐ Yes ☒ No ☐ Not Disclosed

Type: ☐ Mobility ☐ Mental ☐ Hearing ☐ Vision ☐ Cognitive

Dislocated Worker ☒

Primary Language: English

Language Details:

Summer Youth ☐

Permanently Separated (HITG): ☒      Last Modified: 12/26/2015

**Economically Disadvantaged**

✓ Family Size: 1

✓ Is your family income for the last six months below \$5,885.00? ☐ Yes ☒ No

**Career Objective**

Viewable to Employers on the Internet (JobQuest) ☐ Yes ☒ No

**Education**

✓ In School: ☒ Yes ☐ Yes - In Alternative School ☐ No

✓ Highest Degree: Bachelor Degree

**Work Search Verification**      **Claimant ID**

Date Verified: 01/29/2016      111111

Verified By: TSTAF

**Migrant Status**

☐ Seasonal Farm Worker, Non Migrant      Long-Term Unemployed (27+ weeks) ☐

☐ Migrant Farm Worker

☐ Migrant Food Processor

Trade      Eligibility      Match Criteria      Run Match      Eligibility Criteria      OK      Cancel





## CAP Goal: Work Search Activity, continued

Test, Susan SSN: XXX-XX-3811 ID: 11111111

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

CAP | BEST | SMARTT | Section 30 | VRAP | Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 Requirement	02/08/2016	02/08/2016	02/08/2016	Attained
Initial RESEA Review	02/08/2016	02/08/2016	02/08/2016	Attained
RESEA Review	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending

Add Edit Delete Print

Reemployment Services Goals and Tasks Details

Add Goal Action Steps

Type of Goal: Review Work Search Activity Date Established: 02/08/2016 Scheduled/Target Date: 02/18/2016

Attainment: Attained Actual Date: 02/18/2016

Reason Description: Work search was reviewed for weeks 10/28/15- 12/28/15. All work searches for each week were complete and met DUA requirements. Work search logs indicate customer used LMI research and is looking for a Customer Service position in the Haverhill, Lawrence, Lowell areas. Salary range is with a median range of \$30,000 and based on her LMI research.

Created Office: Hurley/MOSES Unit

Last Modified Office: Hurley/MOSES Unit Last Modified Date: 02/18/2016 By: TSTAF

OK Cancel





## CAP Goal: Resume

<b>Resume and Cover Letter Development</b>	
<b>Attainment Criteria:</b>	RESEA Specialist reviews the job seeker's resume to complete the goal
<b>As a result of developing a resume, job seeker will be able to identify:</b>	
<ul style="list-style-type: none"> <li>• Their knowledge, skills and abilities (KSAs) and how they relate to the job requirements</li> <li>• How labor market exploration helps to create the foundation for the resume</li> <li>• How to tailor their resume</li> <li>• How the resume can be useful for filling out written or on-line applications</li> </ul>	
<b>Suggested questions to engage the job seeker during the RESEA Review</b>	
<ul style="list-style-type: none"> <li>• What kind of results has your resume been producing?</li> <li>• How does your resume accurately represent your KSAs?</li> <li>• How are you tailoring your resume for each job?</li> <li>• Is your resume ready to be sent to employers?</li> <li>• Tell me about the resumes you have sent</li> <li>• How are you sending out your resume?</li> </ul>	
<b>Referrals to Relevant Career Center Services</b>	
<ul style="list-style-type: none"> <li>• Resume Development workshop</li> <li>• One-on-one resume critique</li> <li>• Career Ready 101</li> <li>• Resource Room</li> <li>• Staff who are Certified Professional Resume Writers (CPRW)</li> <li>• Career center specific workshops related to job search</li> </ul>	
<b>Potential Issues</b>	
Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.	





## CAP Goal: Resume, continued

Step	Action
1	RESEA Specialist reviews the job seeker's resume and determines if the job seeker has a resume to complete the goal.
2	From the <i>Special Programs</i> tab, select the resume goal and click on the <i>Edit</i> button – in the drop down <i>Attainment</i> box, click on the appropriate attainment status and enter the actual date.
3	Update MOSES notes regarding any observations and critique of the resume. Identify next steps that were discussed.

Test, Susan SSN: XXX-XX-3811 ID: 11111111 REA RES S F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 Requirement	02/08/2016	02/08/2016	02/08/2016	Attained
Initial RESEA Review	02/08/2016	02/08/2016	02/08/2016	Attained
RESEA Review	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending

Add Edit Delete Print

**Reemployment Services Goals and Tasks Details**

Goal Action Steps: (Name) will update her resume and review with (MSmith) at her RESEA review on 12/28/15 at 10am at (Sample Career Center).

Type of Goal: Resume and Cover Letter Development Date Established: 02/08/2016 Scheduled/Target Date: 02/18/2016

Attainment: Attained Actual Date: 02/18/2016

Reason Description: Reviewed Susan's resume and referred her to resume workshop.

Created Office: Hurley/MOSES Unit Last Modified Office: Hurley/MOSES Unit Last Modified Date: 02/18/2016 By: KLEON

OK Cancel





## CAP Goal: JobQuest (JQ)

Register with JobQuest
<b>Attainment Criteria:</b> RESEA Specialist verifies that the job seeker has registered on JobQuest and has logged in since enrollment.
As a result of registering on JobQuest, job seeker will be able to:
<ul style="list-style-type: none"> <li>• Use JobQuest as a resource in their job search</li> <li>• Access TORQ to identify transferable skills, alternative occupations, and labor market exploration</li> </ul>
Suggested questions to engage the job seeker during the RESEA Review
<ul style="list-style-type: none"> <li>• What, if any, job matches have you done?</li> <li>• What jobs have you found and applied to recently?</li> <li>• Have you accessed TORQ (through JobQuest)?</li> <li>• What transferable skills, alternative occupations, and labor market exploration did you identify?</li> <li>• What features have you used on JobQuest?</li> <li>• How often do you log onto JobQuest?</li> <li>• What questions do you have?</li> </ul>
Referrals to Relevant Career Center Services
<ul style="list-style-type: none"> <li>• JobQuest workshop</li> <li>• TORQ workshop (to access TORQ through JobQuest)</li> <li>• Resource Room</li> </ul>
Potential Issues
Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.





## CAP Goal: JobQuest, continued

Step	Action
1	RESEA Specialist verifies that the job seeker is registered on JobQuest.
2	Check MOSES <i>Services – Administrative tab</i> to verify that the job seeker has an “INETSELF” service (JobQuest) since their RESEA enrollment, and check the last time they logged into JobQuest.
3	Run job matches and review if there are any job referrals.
4	From the <i>Special Programs</i> tab, select the JobQuest goal and click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
5	Update MOSES notes regarding the job seeker’s use of JobQuest.

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS **Services** Special Programs Survey

General Employment **Administrative** Testing Course/Activity Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
11/28/2015	INETSELF	Job Seeker Membership	System Log On		
11/28/2015	MMEIB	Profiling - CCS/RESEA/EI	Notified of CCS	Hurley/MOSES Unit	
11/28/2015	MMEIB	Program Enrollment	RESEA - Reemployment Ser	Hurley/MOSES Unit	
11/28/2015	MMEIB	Program Enrollment	RES - Reemployment Service	Hurley/MOSES Unit	

Row 1 of 20 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel





## CAP Goal: JobQuest, continued

Test, Susan SSN: XXX-XX-3811 ID: 11111111 REA RES S F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Acknowledges Section 30 Requirement	02/08/2016	02/08/2016	02/08/2016	Attained
Initial RESEA Review	02/08/2016	02/08/2016	02/08/2016	Attained
RESEA Review	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Research LMI	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Register with JobQuest	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	02/08/2016	02/18/2016	00/00/0000	Set, But Attainment Pending

Add Edit Delete Print

**Reemployment Services Goals and Tasks Details**

Add Goal Action Steps

► Type of Goal: Register with JobQuest ► Date Established: 12/15/2015 ► Scheduled/Target Date: 12/28/2015

► Attainment: Attained ► Actual Date: 12/28/2015

Reason Description: Customer has registered on JobQuest and setup her profile and job matching in preparation for her RESEA Review meeting with the Employment Counselor at the Career Source Career Center on 12/28/2015.

Created Office: Career Source Career Center

Last Modified Office: Career Source Career Center Last Modified Date: 12/28/2015 By: TSTAF

OK Cancel





## CAP Goal: Future Career Center Service

### Register for an Additional Career Center Service

#### Attainment Criteria:

Register job seeker for future service scheduled to take place after the RESEA Review. Enter future goal using CAP or schedule job seeker using event schedule screen.

The goal will be one that meets the job seeker's job search needs. The purpose of the *Future Goal/Event* is to have job seekers return to the career center for ongoing services and support from career center staff.

### Registering for a future Career Center Service:

- Conversation and strategy will vary from job seeker to job seeker based on individual needs and RESEA Review discussion
- Opportunity for job seeker to return to the career center

### Suggested questions to engage the job seeker during the RESEA Review

- Based on our discussion, what do you see as your next steps?
- Tell me about your self-marketing pitch?
- How are your computer skills?
- Tell me about your cover letter?
- What are your work search challenges?
- How are you preparing for interviews?
- Is your resume getting you interviews?
- How else can we help you prepare?

### Referrals to and Follow-Up of Relevant Career Center Services

- Job Readiness workshop
- Resume and cover letters workshop
- Career Ready 101
- Online job search
- Computer workshops
- Developing self-marketing pitch workshop
- Interview workshop
- Any appropriate career center workshops

Start of RESEA Review

Review LMI

UI Eligibility Review: work search and able, available, actively seeking

Review Resume

Register with JobQuest

Referral to Future Service

RESEA Review is Complete

Follow-up on Future Service Attendance





## CAP Goal: Future Career Center Service, continued

Step	Action (Option 1 or Option 2)
1	Based on the RESEA Review and needs of the job seeker, an additional service or event is scheduled such as workshops, meeting with a job counselor, or training opportunities.
2	<b>Option 1:</b> From the <i>Special Programs</i> tab select <i>Add</i> and in the <i>Type of Goal</i> drop down box, choose <i>the appropriate type of goal</i> . Enter future goal description in the <i>Goal Action Step</i> box and select a <i>Scheduled/Target Date</i> (date of future goal should be <u>after</u> the RESEA Review <i>Must Attain by Date</i> ).
3	<b>Option 2:</b> From the <i>MOSES Event</i> tab, select <i>Event Scheduling</i> , choose the appropriate workshop or event. The <i>Scheduled/Target Date</i> must be <u>after</u> the RESEA Review <i>Must Attain by Date</i> .
<b>NOTE:</b>	The future event must be scheduled through Option 1 <b>or</b> Option 2 in order to attain the RESEA Review Goal.

Follow-up must be conducted on the future goal. UI must be notified of any potential issue.

### Option 2 - Using Event Scheduling Screen

The screenshot displays the 'Job Seeker Scheduled Events' interface. The top section, 'Event Schedule', includes tabs for Event Name, Location, Career Center, Schedule, and Participants. Below this is the 'Job Seeker Event Participation Entry' window, which contains a 'Scheduled Event' form. The form fields are: Name (Resume & Cover Letter Workshop), Facilitator (KLEON), Career Center (Hurley/MOSES unit), Co-Facilitator 1, Date (01/07/2016), Time (09:30 AM), and Co-Facilitator 2. Below the form is a table with columns: Non Moses Applicant, SSN#, Job Seeker ID, First Name, Last Name, Phone No, Funding Source, and Scheduled By. A row is highlighted with an orange border, showing a job seeker with SSN# 0582, ID 12503421, Name Susan Test, Phone 555-111-1111, and Scheduled By KLEON. The bottom section of the screen shows the 'Events' tab selected, with a table listing events. An event 'Marketing Yourself In A Digital Age' is highlighted with an orange border, showing it is scheduled for 01/13/2016 at 02:24 PM at the Hurley/MOSES unit. Buttons for 'Add' and 'Delete' are visible next to the event table.





## RESEA Review Goal

RESEA Review
<p><b>Attainment Criteria:</b> RESEA Specialist confirms that the job seeker has attended CCS/Initial RESEA and has attained all mandatory CAP goals to ensure continued compliance with all UI eligibility requirements</p> <ul style="list-style-type: none"> <li>• LMI</li> <li>• Work Search Activity</li> <li>• Resume</li> <li>• Register on JobQuest</li> <li>• Review of RESEA UI Eligibility Assessment questionnaire</li> <li>• Verify participation at referral made at the Initial RESEA</li> <li>• Future career center service</li> </ul>
<p><b>After completing the RESEA Review, job seeker will be able to:</b></p> <ul style="list-style-type: none"> <li>• Understand the requirements and responsibilities of the RESEA/UI Program to remain eligible for UI benefits</li> <li>• Identify resources to improve their job search</li> </ul>
<p><b>Suggested questions to engage job seeker during the RESEA Review</b></p> <ul style="list-style-type: none"> <li>• Can you tell me your understanding of the eligibility requirements to continue collecting UI benefits?</li> <li>• How do you feel about the next steps that we identified in order to better direct your job search?</li> <li>• How can the career center continue to guide you in your job search?</li> <li>• Remind the job seeker to give their return to work (RTW) information once they become reemployed</li> </ul>
<p><b>Referrals to and Follow-Up of Relevant Career Center Services</b></p> <ul style="list-style-type: none"> <li>• Workshops (i.e., Networking, Resume)</li> <li>• Meet one-on-one with a job counselor</li> <li>• Training opportunities</li> <li>• Other relevant career center services</li> </ul> <p><b>Follow-up must be conducted on the future goal</b></p>
<p><b>Potential Issues</b></p> <p>Any potential UI issue identified during the CCS, Initial or RESEA Reviews must be documented using the <i>Potential Issue</i> form.</p>





## RESEA Review Goal Attainment Status

Step	Action
1	From the <i>Special Programs</i> tab, select the <i>RESEA Review</i> , click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date.
2	<p>Attained: (With no issues)</p> <ul style="list-style-type: none"> <li>RESEA Specialist confirms that the job seeker has attained all mandatory CAP goals to ensure continued compliance with all UI eligibility requirements with no potential issues identified, then the RESEA Review goal can be attained</li> </ul> <p>Did Not Attain (DNA):</p> <ul style="list-style-type: none"> <li>In the <i>Attainment box</i>, click <i>Did Not Attain (DNA)</i>, enter the actual date and clearly explain in the <i>Description box</i> reason for <i>DNA</i></li> <li>If job seeker did not attain any or all of the RESEA goals, be clear, specific, and concrete when entering notes in the <i>Reason Description box</i> and MOSES notes</li> </ul> <p>Did Not Report (DNR):</p> <ul style="list-style-type: none"> <li>If job seeker did not report to their scheduled RESEA appointment, clearly and concisely document any communications with the job seeker in the <i>Description box</i> and MOSES notes</li> </ul> <p><b>NOTE:</b> If staff does not update the <i>Set, But Attainment Pending</i> status by week five and the job seeker is sanctioned, the MOSES system will change the pending status to DNR with the following comment: <i>Failed to report by deadline, sanction created and sent to UI Online.</i></p> <p>Return to Work (RTW):</p> <ul style="list-style-type: none"> <li>Update the Employment tab under the <i>Services tab</i>, with the return to work information. Update MOSES notes</li> <li>RTW must be between the enrollment date and their <i>must attain by</i> RESEA deadline</li> <li>In the <i>Attainment box</i>, click <i>Return to Work (RTW)</i>, enter the RTW date</li> <li>Download the <i>DUA Return to Work</i> form in MOSES <ul style="list-style-type: none"> <li>Go to the Employment tab under the <i>Services tab</i> and highlight entered employment</li> <li>Go to the <i>Job Seeker</i> tab at the top of the MOSES screen (next to File), and select <i>Documents</i></li> <li>Select <i>Return to Work</i>; Word document populates at bottom of screen</li> <li>Print the auto-populated RTW form</li> <li>Fax to DUA at the number located on the bottom of the form</li> </ul> </li> </ul>
<b>NOTE:</b>	Timely data entry is critical in order to prevent unnecessary loss of UI benefits for the job seeker.





## RESEA Review Goal Attainment Status, continued

Job Seeker Membership (TEST, Susan)

TEST, Susan SSN: 999-22-0582 ID: 12503421

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Initial RESEA Review	12/02/2015	12/02/2015	12/02/2015	Attained
RESEA Review	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Register with JobQuest	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Research LMI	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending

Add Edit Delete Print

**Reemployment Services Goals and Tasks Details**

Goal Action Steps: {Name} will attend her RESEA Review on 12/28/15 at 10am with {MSmith} at {Sample Career Center} and will bring her work search activity logs, resume, LMI exploration and will register on JQ.

Type of Goal: RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/28/2015

Attainment: Set, But Attainment Pending Must Be Attained By: 1/1/2016 Actual Date: 00/00/0000

Created Office: Did Not Report (DNR) Attained Return to Work (RTW) Set, But Attainment Pending Did Not Attain (DNA)

Last Modified Date: 12/22/2015 By: KLEON

OK Cancel





## RESEA Review Goal Attainment Status, continued

TEST, Susan SSN: 999-22-0582 ID: 12503421 REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Research LMI	12/02/2015	12/28/2015	12/02/2015	Attained
Resume and Cover Letter Development	12/02/2015	12/28/2015	12/02/2015	Attained
Register with JobQuest	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/02/2015	12/28/2015	12/02/2015	Attained
RESEA Review	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	12/02/2015	12/02/2015	12/02/2015	Attained

Reemployment Services Goals and Tasks Details

Goal Action Steps: {Name} will attend her RESEA Review on 12/28/15 at 10am with {MSmith} at {Sample Career Center} and will bring her eligibility documentation including work search activity logs, resume, LMI exploration and will register on JQ.

Type of Goal: RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/28/2015

Attainment: Did Not Attain (DNA) Must Be Attained By: 1/1/2016 Actual Date: 00/00/0000

Reason Description: {Name} did not conduct her work search and did not bring in work search logs.

Created Office: Hurley/MOSES Unit Last Modified Office: Hurley/MOSES Unit Last Modified Date: 12/02/2015 By: KLEON

OK Cancel

TEST, Susan SSN: 999-22-0582 ID: 12503421 REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Research LMI	12/02/2015	12/28/2015	12/02/2015	Attained
Resume and Cover Letter Development	12/02/2015	12/28/2015	12/02/2015	Attained
Register with JobQuest	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/02/2015	12/28/2015	12/02/2015	Attained
RESEA Review	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Initial RESEA Review	12/02/2015	12/02/2015	12/02/2015	Attained

Reemployment Services Goals and Tasks Details

Goal Action Steps: {Name} will attend her RESEA Review on 12/28/15 at 10am with {MSmith} at {Sample Career Center} and will bring her eligibility documentation including work search activity logs, resume, LMI exploration and will register on JQ.

Type of Goal: RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/28/2015

Attainment: Did Not Report (DNR) Must Be Attained By: 1/1/2016 Actual Date: 00/00/0000

Reason Description: {Name} did not call to reschedule or attend her RESEA Review.

Created Office: Hurley/MOSES Unit Last Modified Office: Hurley/MOSES Unit Last Modified Date: 12/02/2015 By: KLEON

OK Cancel





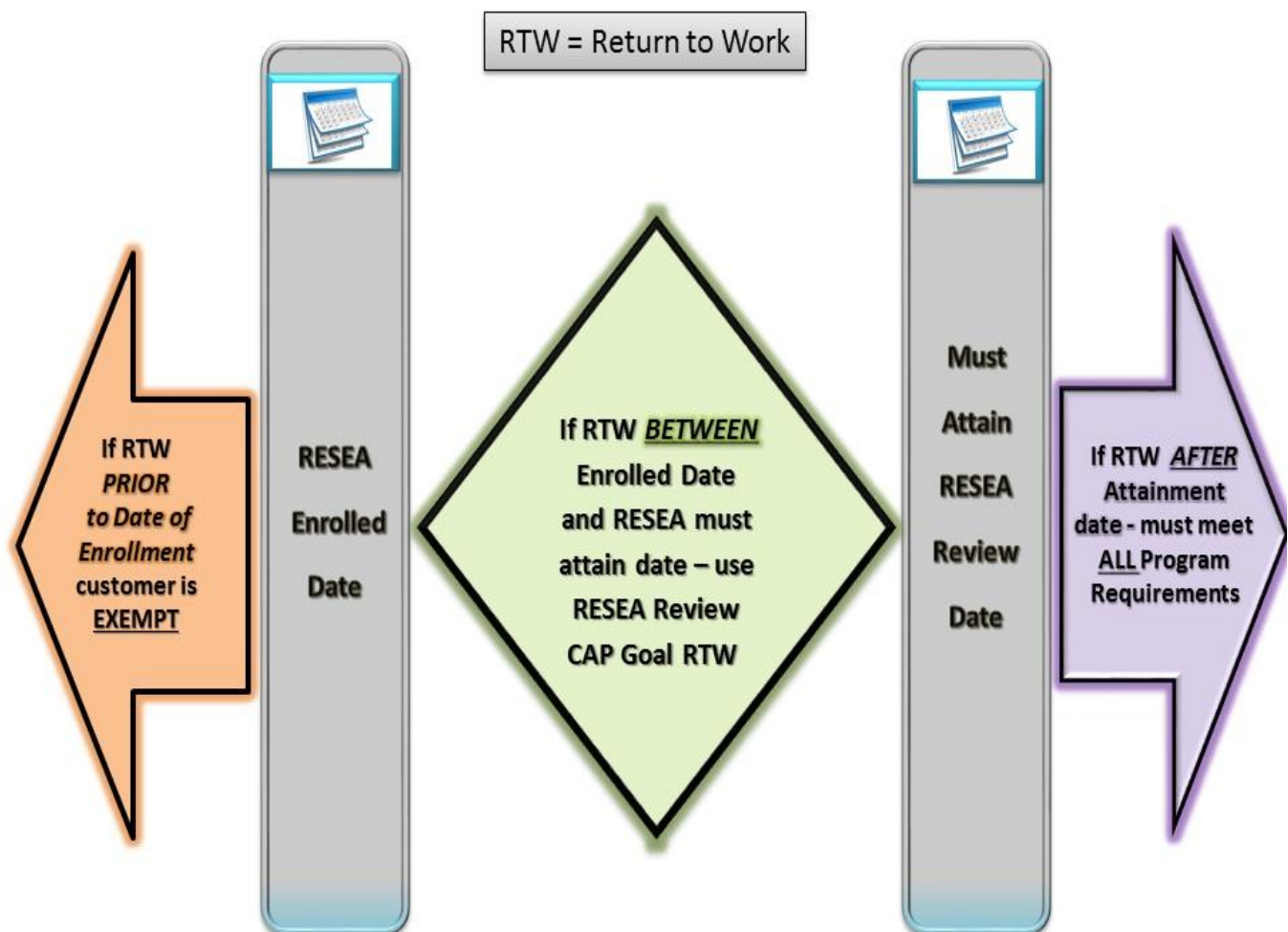
## RESEA Review Return to Work

IF	THEN
Job seeker returns to work <b>Part-Time</b> and is collecting partial unemployment at ANY point in the Enrollment process:	<p><b><u>Job seeker must meet ALL program requirements and attain their RESEA Goals.</u></b></p> <p>Update MOSES with <i>the employment</i> information on the employment tab, and generate the Return to Work form and send to DUA.</p>
Job seeker, including 60-dayer, returns to work full-time <u>prior</u> to enrollment:	<p>Verify that the customer is working and no longer collecting UI benefits. Enter Return to Work (RTW) information into MOSES <i>Services</i> tab <i>Employment</i>, selecting “Found Employment”.</p> <p>Exempt from RESEA</p> <ul style="list-style-type: none"> <li>• Services Screen – General Services</li> <li>• From Category drop down Menu select – <i>RESEA/EUC Exempted</i></li> <li>• From Service detail drop down menu select- <i>Return to Work Full Time Prior to Enrollment</i></li> <li>• Add RTW information in the Description Box Click OK</li> </ul>
<p>Job seeker returns to work full-time <u>after</u> enrollment and <u>prior</u> to RESEA must attain by date:</p> <p><i>NOTE: If the job seeker has not attended a CCS, manually add the RESEA Review CAP goal</i></p>	<p>Verify that the customer is working and no longer collecting UI benefits. Enter <i>Return to Work (RTW)</i> information into MOSES <i>Services</i> tab <i>Employment</i>.</p> <p>On The RESEA Review CAP Goal, change the Attainment Status from <i>Set, But Attainment Pending</i> to <i>RTW</i>. Update all other outstanding CAP goals as appropriate or <i>Set, But Cancelled</i>.</p>
<p>Job seeker returns to work full-time <u>after</u> enrollment and <u>after</u> RESEA Must Attain by Date:</p> <p><i>NOTE: Job seeker will have a sanction that remains on the claim, and all program requirements must be met in order to lift the sanction.</i></p>	<p>Verify that the customer is working and no longer collecting UI benefits.</p> <p><b><u>They must meet ALL program requirements and attain their RESEA Goals.</u></b></p> <p>Update MOSES with <i>the employment</i> information on the employment tab, and generate the Return to Work form and send to DUA.</p>





## RESEA Review Return to Work, continued



If customer **Returns To Work Part-Time** at **ANY** point in the Enrollment process and is still receiving UI benefits, they **must meet ALL Program Requirements**





## RESEA Review Return to Work, continued

Step	Action
1	From the <i>Services</i> tab, select the <i>Employment</i> tab and click on the <i>Add</i> button – in the drop down <i>Service Type</i> box, select appropriate <i>Return to Work</i> status.
2	On the <i>Employment Services Detail</i> screen, in the <i>Service Result</i> drop down box, select appropriate choice. Input all required employment details.
NOTE	The return to work information cannot be input until the actual <i>Start Date</i> .

The screenshot displays the RESEA system interface. At the top, the 'Services' tab is selected. Below it, the 'Employment' sub-tab is active. The 'Add' button is highlighted. The 'Employment Services Detail' window is open, showing the 'Service Date' as 02/10/2016, 'Staff ID' as AVAND, and 'Service Type' as 'Obtained Employment'. The 'Service Result' dropdown is open, showing options like 'Pre-Layoff Placement', 'Call-In', 'Found Employment', 'Job Development Referral', 'Job Referral - Staff', 'Not Referred', and 'Obtained Employment'. The 'Obtained Employment' option is highlighted. The 'OK' button is also highlighted.





## RESEA Review Return to Work, continued

**Employment Services Detail**

**Services Provided**

Service Date: 12/21/2015 Last Update Date:

Career Center: Hurley/MOSES Unit Staff ID: KLEON

Description:

Service Type: Found Employment Service Result: After Receiving a Career Center Service

Employer ID: 1192111 INA:

**Employment Details**

Employer: Massachusetts General Hospital Phone: (617)-724-8204 Union: ☒ Yes ☐ No

Job Title: Registered Nurse Benefits: Medical and Pension/S INA:  Apprenticeship: ☐ Yes ☒ No

Pay (\$): 25.00 INA:  Pay Unit: Hour INA:

Start Date: 12/21/2015 Offer Date: 00/00/0000 End Date: 00/00/0000

Duration: Full Time, Over 150 Days INA:  Hours/Week: .00 INA:

**Additional Information**

NAICS: 622110 SIC:  Training Related: No

Sector: Health Care and Social Assistance Non-Traditional: ☒ Yes ☐ No Verified: ☐ Yes ☒ No

Subsector: Hospitals UI System Employer: ☒ Yes ☐ No Sector: ☐ Public ☒ Private

Industry Group: General Medical and Surgical Hospitals Verification Details:

Industry: General Medical and Surgical Hospitals Occupational Search:

US Industry: General Medical and Surgical Hospitals

Employer Address: 73 High Street Occupational Code: 29114100 INA:

INA:  Zip: 02129 Registered Nurses

City: Charlestown State: Massachusetts How did Job Seeker learn about this job?

Note: Blue/Bold Service Details are Federal/OSCCAR Reportable Services  
Employment and Follow-Up Services are additionally reported on OSCCAR

Industry Code Search Employer Search OK Cancel

*Verified* must be checked off to confirm that RESEA Specialist verified with job seeker that the *Start Date* is accurate and they are no longer requesting unemployment benefits.

The return to work information cannot be entered until the date the job seeker actually begins work.





## RESEA Review Return to Work, continued

Step	Action
<b>NOTE:</b>	The employment service must be entered into the employment tab prior to updating the RESEA Review CAP goal.
<b>1</b>	From the <i>Services</i> tab, select the <i>Employment</i> tab and highlight the return to work.
<b>2</b>	From the MOSES tool bar, select <i>Job Seeker</i> , click on <i>documents</i> from the drop down menu and select <i>Return to Work</i> .
<b>3</b>	A Word document populates at the bottom of the screen. Open the Word document and fax to DUA at the fax number listed on the bottom of the form.

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ Re Re F Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

General | **Employment** | Administrative | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Service Type	Service Result	Employer Name	Job Start Date	Job Order Number	Phone	
02/26/2016	KLEON	Obtained Employment	Alter Receiving a C	Brigham & Women's Hospi	02/26/2016		(617) 732-7655	Add Edit Delete

File | **Job Seeker** | Employer | Training | Events | Program | Reports | Feedback

Job Seeker Services

- Documents**
  - Job Seeker Resume
  - Job Seeker Details
  - Job Seeker Training Details
  - Share Information Form
  - UI Potential Issue
  - Return to Work**
- Correspondence
- View Notes
- Scanning
- Job Bank Browse
- Barcode Card
- DTA Clock File

AB EXIT ?

Military: ☐ Yes ☒ No  
 Other Eligible: ☐ Yes ☒ No

Select the service you are interested in.

Windows taskbar icons: Internet Explorer, File Explorer, Outlook, Word, PowerPoint, etc. The Word icon is highlighted.





## RESEA Review Return to Work, continued

Return to work date must be AFTER Program Enrollment and BEFORE RESEA *Must Be Attained By* date.

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Initial RESEA Review	12/02/2015	12/02/2015	12/02/2015	Attained
RESEA Review	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Review Work Search Activity	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Register with JobQuest	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Resume and Cover Letter Development	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending
Research LMI	12/02/2015	12/28/2015	00/00/0000	Set, But Attainment Pending

Reemployment Services Goals and Tasks Details

Goal Action Steps: (Name) will attend her RESEA Review on 12/28/15 at 10am with (MSmith) at (Sample Career Center) and will bring her work search activity logs, resume, LMI exploration and will register on JQ.

Type of Goal: RESEA Review Date Established: 12/02/2015 Scheduled/Target Date: 12/28/2015

Attainment: Return to Work (RTW) Must Be Attained By: 1/1/2016 Actual Date: 12/21/2015

Created Office: Attained Did Not Attain (DNA) Did Not Report (DNR) Return to Work (RTW) Set, But Attainment Pending

Last Modified Date: 12/22/2015 By: KLEON

OK Cancel

Return to work date must be BEFORE Program Enrollment to Exempt.

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ REA RES \$ F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

General Employment Administrative Testing Course/Activity Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
11/28/2015	MMEIB	Profiling - CCS/RESEA/EI	Notified of CCS	Hurley/MOSES Unit	
11/28/2015	MMEIB	Program Enrollment	RESEA - Reemployment Serv	Hurley/MOSES Unit	
11/28/2015	MMEIB	Program Enrollment	BES - Reemployment Service	Hurley/MOSES Unit	
11/25/2015	MMEIB	RESEA/EUC Exempted	Return to Work Full Time	Hurley/MOSES Unit	

General Services Detail

Services Provided

Service Date: 11/25/2015 Last Update Date: 11/30/2015

Career Center: Hurley/MOSES Unit Staff ID: MMEIB Hours: .0

Description: Began work full time at General Electric before RESEA Enrollment, on Nov 25, 2015

Category: RESEA/EUC Exempted Service Detail: In Approved Training Prior to Enrollment Return to Work Full Time Prior to Enrollment

Note: Blue/Bold Service Details are Federal/OSCAR Reportable Services  
Employment and Follow-Up Services are additionally reported on OSCAR





## Return to Work - Notifying DUA

It is the responsibility of Career Centers to notify DUA immediately of any potential issues that arise that may impact job seekers eligibility for unemployment benefits. Once a job seeker informs career center staff of a return to work date, this information must be provided timely to DUA by completing the auto-populated, return to work form in MOSES, printing the form and faxing it to DUA at: 617-727-0001.

<b>DUA Notification Return to Work Form</b>				
<b>Job Seeker Name</b>	<b>Job Seeker Phone #</b>	<b>Job Seeker MOSES ID#</b>	<b>Job Seeker Claimant ID#</b>	<b>DATE</b>
<b>Return to Work information entered on MOSES screen</b> <div> <div>Yes</div> <div>No</div> </div>				
<b>Return to Work Information</b>				
<b>Verification Source:</b>				
<b>Verification Date:</b>				
<b>Start to Work Date:</b>				
<b>End Date (if temporary job):</b>				
<b>Pay Rate:</b>				
<b>Employment Information:</b>				
<b>Form Completed by:</b>				
<b>Career Center:</b>				
<b>Phone #:</b>				
<b>Email Address:</b>				

**Complete form and fax it to the Lawrence UITCC @ 617-727-0001**





## UI Potential Issue

RESEA is a UI Program that is administered by DCS and operated by the One-Stop Career Centers to assist claimants to return to work

All eligible UI claimants are job seekers and must be:

- Able, available and actively seeking work

Two Priorities of the RESEA Program:

- Provide individual re-employment services to each job seeker
- To determine continued eligibility for UI payments and detect and prevent improper UI payments

Any potential issue identified during the scheduling process, the CCS, Initial RESEA or RESEA Review must be documented using the auto-generated Potential Issue form in MOSES that is emailed to DUA.

A potential issue is any issue or circumstance that interferes with a job seeker being “able, available, and actively seeking employment”. Examples of potential issues may include, but are not limited to:

- A job seeker going on vacation, whether stating that they will request those week(s) or not
- Lack of transportation or childcare (not temporary in nature)
- Not looking for work
- Serious illness or injury that interferes with able, available and actively seeking employment

RESEA is a UI program and determinations or decisions regarding continued eligibility for UI benefits are the sole responsibility of DUA.

Potential issues regarding eligibility for UI benefits (outside of those required by the RESEA program) may include (but are not limited to) failure to report a pension, worker’s compensation, vacation, or severance pay; failure to maintain an active work search; working full-time or attending school full-time while collecting unemployment; or failure to be actively seeking and able and available for full-time work.





## UI Potential Issue Form

Step	Action
<b>NOTE:</b>	<b>Option 1</b> auto-generates the UI Potential Issue form to be emailed to DUA.
<b>1</b>	From MOSES, click on <i>Services, General</i> tab. Click on the <i>Add</i> button.
<b>2</b>	In the <i>Category</i> box select <i>UI Issue</i> from the drop down menu options.
<b>3</b>	The <i>Service Detail</i> box will auto-populate <i>Notified UI of Potential Issue</i> .
<b>4</b>	In the <i>Description</i> box type a clear, concise and concrete note of the Potential Issue. Click <i>Ok</i> . The note in the <i>Description</i> box automatically populates in MOSES notes.
<b>5</b>	A Word document will automatically populate at the bottom of the screen. Click on the Word Document to open the UI Potential Issue form.
<b>6</b>	Email to DUA at <a href="mailto:UI_Potential_Issue@massmail.state.ma.us">UI_Potential_Issue@massmail.state.ma.us</a> .
<b>NOTE:</b>	<b>Option 2</b> to open and email the UI Potential Issue form if it was not emailed or printed at the time it was generated.
<b>1</b>	Click on <i>Services, General</i> tab.
<b>2</b>	Highlight the UI Issue – <i>Notified of Potential Issue</i> row.
<b>3</b>	Click on <i>Job Seeker</i> on the MOSES tool bar. Select <i>Documents</i> from the drop down menu. Click on <i>UI Potential Issue</i> .
<b>4</b>	A Word document auto-populates at the bottom of the screen.
<b>5</b>	Open the Word document and email to DUA at <a href="mailto:UI_Potential_Issue@massmail.state.ma.us">UI_Potential_Issue@massmail.state.ma.us</a> .





## UI Potential Issue Form, continued

Option 1 (table above):

TEST, Susan SSN: 999-22-0582 ID: 12503421 JQ RE RE S F Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

**General** | Employment | Administrative | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
02/11/2016	KLEON	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit		+

**General Services Detail**

**Services Provided**

Service Date: 02/11/2016 Last Update Date: 02/11/2016

Career Center: Hurley/MOSES Unit Staff ID: KLEON Hours: 0

Description: Customer stated they are not looking for work due to leaving for vacation from March 1, 2016 through March 15, 2016.

Event:

Category: UI Issue Service Detail: Notified UI of Potential Issue

Note: Blue/Bold Service Details are Federal/DSCCAR Reportable Services  
Employment and Follow-Up Services are additionally reported on OSCCAR

OK Cancel

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

**General** | Employment | Administrative | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
12/02/2015	KLEON	Job Search	<b>Job Search Planning</b>	Hurley/MOSES Unit	0.5	E
12/02/2015	KLEON	Job Search	<b>Labor Market Info - Staf</b>	Hurley/MOSES Unit		
12/02/2015	KLEON	Career Planning	<b>CMAP (Job Search Plan</b>	Hurley/MOSES Unit		
12/02/2015	KLEON	Assessment	<b>Initial Assessment Interv</b>	Hurley/MOSES Unit		
12/02/2015	KLEON	Career Planning	<b>CMAP (Job Search Plan</b>	Hurley/MOSES Unit		
12/02/2015	KLEON	Assessment	<b>Initial Assessment Interv</b>	Hurley/MOSES Unit		
12/02/2015	KLEON	RESEA	<b>Attained Initial RESEA F</b>	Hurley/MOSES Unit		
12/02/2015	MMEIB	Assessment	<b>Initial Assessment Interv</b>	Hurley/MOSES Unit		
12/02/2015	MMEIB	Career Planning	<b>CMAP (Job Search Plan</b>	Hurley/MOSES Unit		
11/28/2015	MMEIB	Profiling - CCS/RESEA/EI	Notified of CCS	Hurley/MOSES Unit		
11/28/2015	MMEIB	Program Enrollment	RESEA - Reemployment Ser	Hurley/MOSES Unit		
11/28/2015	MMEIB	Program Enrollment	RES - Reemployment Service	Hurley/MOSES Unit		
12/16/2016	AVAND	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit		+

Row 28 of 28 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Ready

←





## UI Potential Issue Form, continued

Option 2 (table above):

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | **Services** | Special Programs | Survey

**General** | Employment | Administrative | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
02/11/2016	KLEON	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit	
02/03/2016	MMEIB	RESEA	Attained Initial RESEA F	Hurley/MOSES Unit	
12/28/2015	KLEON	RESEA	Attained RESEA Review	Hurley/MOSES Unit	
12/28/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit	
12/28/2015	KLEON	Career Planning	CMAP (Job Search Plan	Hurley/MOSES Unit	
12/28/2015	KLEON	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit	
12/28/2015	MMEIB	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit	
12/27/2015	AVAND	Outcomes / Enhancemen	Unsubsidized Employment	Hurley/MOSES Unit	
12/02/2015	KLEON	Orientation	Career Center Services/	Hurley/MOSES Unit	0.8 E
12/02/2015	KLEON	Orientation	Notified Of EEO Rights/	Hurley/MOSES Unit	0.2 E
12/02/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit	0.2 E
12/02/2015	KLEON	Orientation	TAA/NAFTA Orientation	Hurley/MOSES Unit	1.0 E
12/02/2015	KLEON	Profiling - CCS/RESEA/EI	Attended CCS/Orientatio	Hurley/MOSES Unit	E

Row 1 of 26

Trade | Eligibility | Match Criteria | Run Match | Eligibility Criteria | OK | Cancel

File | **Job Seeker** | Employer | Training | Events | Program | Reports | Feedback | Administration | Go To | Window | Help

Job Seeker Services

- Documents
- Correspondence
- View Notes
- Scanning
- Job Bank Browse
- Barcode Card
- DTA Clock File

Job Seeker Resume  
Job Seeker Details  
Job Seeker Training Details  
Share Information Form  
**UI Potential Issue**  
Return to Work

25034 | IQ RE RES | F | Notes

Services | Special Programs | Survey

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
02/11/2016	KLEON	UI Issue	Notified UI of Potential Issue	Hurley/MOSES Unit	
02/03/2016	MMEIB	RESEA	Attained Initial RESEA F	Hurley/MOSES Unit	
12/28/2015	KLEON	RESEA	Attained RESEA Review	Hurley/MOSES Unit	
12/28/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit	
12/28/2015	KLEON	Career Planning	CMAP (Job Search Plan	Hurley/MOSES Unit	
12/28/2015	KLEON	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit	
12/28/2015	MMEIB	Job Search	Labor Market Info - Staf	Hurley/MOSES Unit	
12/27/2015	AVAND	Outcomes / Enhancemen	Unsubsidized Employment	Hurley/MOSES Unit	
12/02/2015	KLEON	Orientation	Career Center Services/	Hurley/MOSES Unit	0.8 E
12/02/2015	KLEON	Orientation	Notified Of EEO Rights/	Hurley/MOSES Unit	0.2 E
12/02/2015	KLEON	Assessment	Initial Assessment Interv	Hurley/MOSES Unit	0.2 E
12/02/2015	KLEON	Orientation	TAA/NAFTA Orientation	Hurley/MOSES Unit	1.0 E
12/02/2015	KLEON	Profiling - CCS/RESEA/EI	Attended CCS/Orientatio	Hurley/MOSES Unit	E

Row 1 of 26

Trade | Eligibility | Match Criteria | Run Match | Eligibility Criteria | OK | Cancel

Ready





## UI Potential Issue Form, continued

DUA Notification of Potential Issue				
Job Seeker Name	Job Seeker Phone No.	Job Seeker MOSES ID	Job Seeker Claimant ID	Date
Susan TEST	(617)999-5555	12503421	626444	08/28/2017
Potential Issue Information entered on MOSES		YES		
Potential Issue Information				
Verification Source: Susan TEST				
Verification Date: 06/03/2017				
Issue Start Date:				
End Date (if applicable):				
Brief Summary of Potential Issue: Customer stated they are not looking for work due to leaving for vacation from September 1, 2017 through September 15, 2017.				
Form Completed by: Kim Leonard				
Career Center: Hurley/MOSES Unit				
Phone #: (617)626-6467				
Email Address: kim.m.leonard@massmail.state.ma.us				

**Complete form and email it to [UI\\_Potential\\_Issue@massmail.state.ma.us](mailto:UI_Potential_Issue@massmail.state.ma.us)**

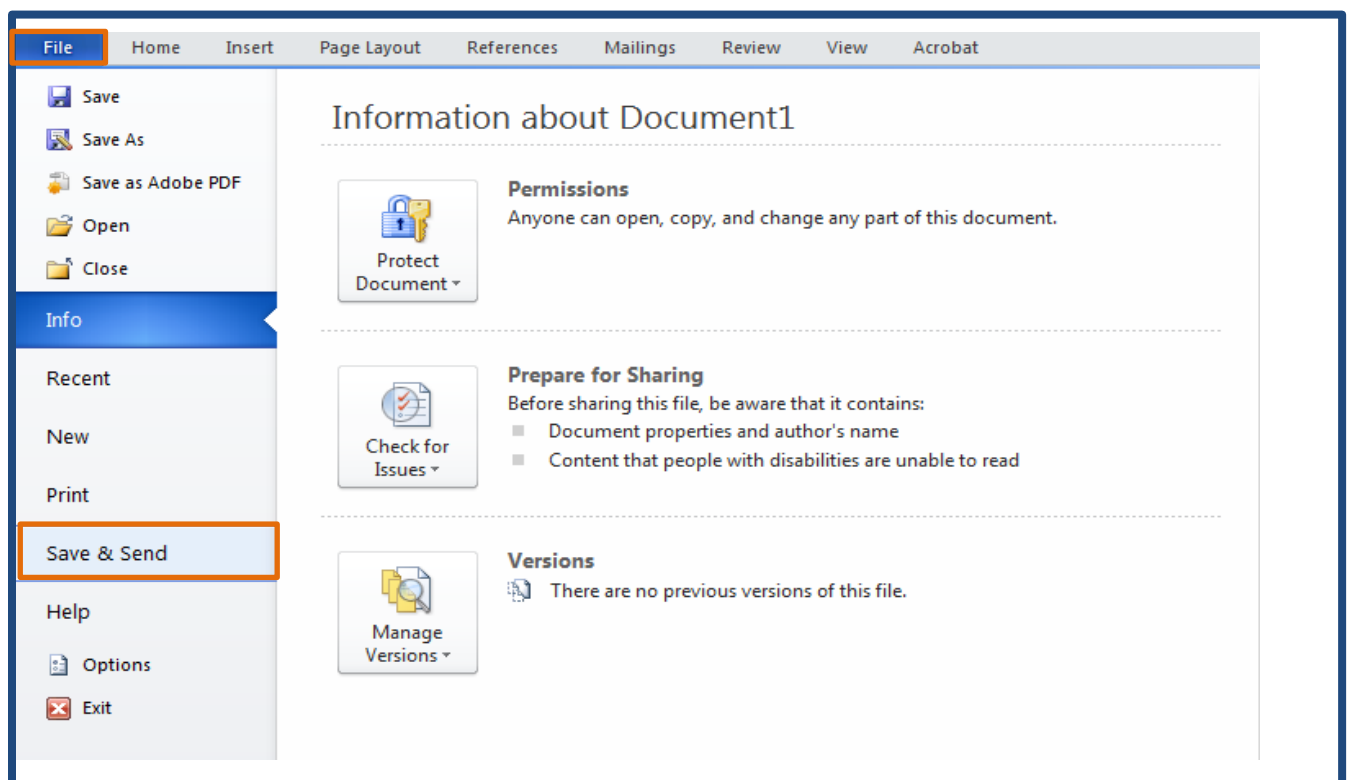
NOTE: Once the form is sent to DUA, the contact information of whoever opens the form will auto-populate. The original sent to DUA and in MOSES maintains the original staff member's name.





## Emailing UI Potential Issue Form

Step	Action
<b>NOTE:</b>	Email the UI Potential Issue form from the auto-populated Word document.
<b>1</b>	From the <i>Menu</i> bar in the Word document, click on <i>File</i> .
<b>2</b>	On the left hand tool bar, select <i>Send &amp; Save</i> , choose <i>Send Using Email</i> and click on <i>Send as Attachment</i> .
<b>3</b>	The UI Potential Issue form will auto-populate as an attachment in the email.
<b>4</b>	Type the email address <a href="mailto:UI_Potential_Issue@massmail.state.ma.us">UI_Potential_Issue@massmail.state.ma.us</a> in the email and click send.





## Emailing UI Potential Issue Form, continued

**Save & Send**

- Send Using E-mail
- Send Adobe PDF for Shared Review
- Save to Web
- Save to SharePoint
- Publish as Blog Post

**File Types**

- Change File Type
- Create Adobe PDF
- Create PDF/XPS Document

**Send Using E-mail**

- Send as Attachment**
  - Attach a copy of this document to an e-mail
    - Everyone receives separate copies of this document
    - Changes and feedback need to be incorporated manually
- Send a Link**
  - Create an e-mail that contains a link to this document
    - Everyone works on the same copy of this document
    - Everyone always sees the latest changes
    - Keeps the e-mail size small
  - Document must be saved in a shared location
- Send as Adobe PDF**
  - Convert Documents to PDF using Adobe Acrobat and send as e-mail attachment
    - Viewable and printable on most platforms
    - Reliable and secure way of exchanging and archiving documents
    - Preserves original document look and feel
- Send as PDF**
  - Attach a PDF copy of this document to an e-mail
    - Document looks the same on most computers
    - Preserves fonts, formatting, and images
    - Content cannot be easily changed
- Send as XPS**
  - Attach a XPS copy of this document to an e-mail
    - Document looks the same on most computers
    - Preserves fonts, formatting, and images
    - Content cannot be easily changed
- Send as Internet Fax**
  - Send as Internet Fax
    - Send a fax without using a fax machine
    - Requires a fax service provider

**File** Message Insert Options Format Text Review Adobe PDF

Cut Copy Paste Format Painter Clipboard

Basic Text

Names

Include

Tags

To... UI\_Potential\_Issue@detma.org

Cc...

Subject: UI Potential Issue Form

Attached: UI Potential Issue Form.docx (166 KB)





## Section 30 (Training Opportunities Program) and Trade

The Section 30 program allows job seekers who are approved for the program to collect UI benefits and have their work search requirements waived while attending approved training.

Career Center staff must obtain verification of Section 30 approval and verify that the job seeker is attending the approved program before waiving any RESEA requirements.

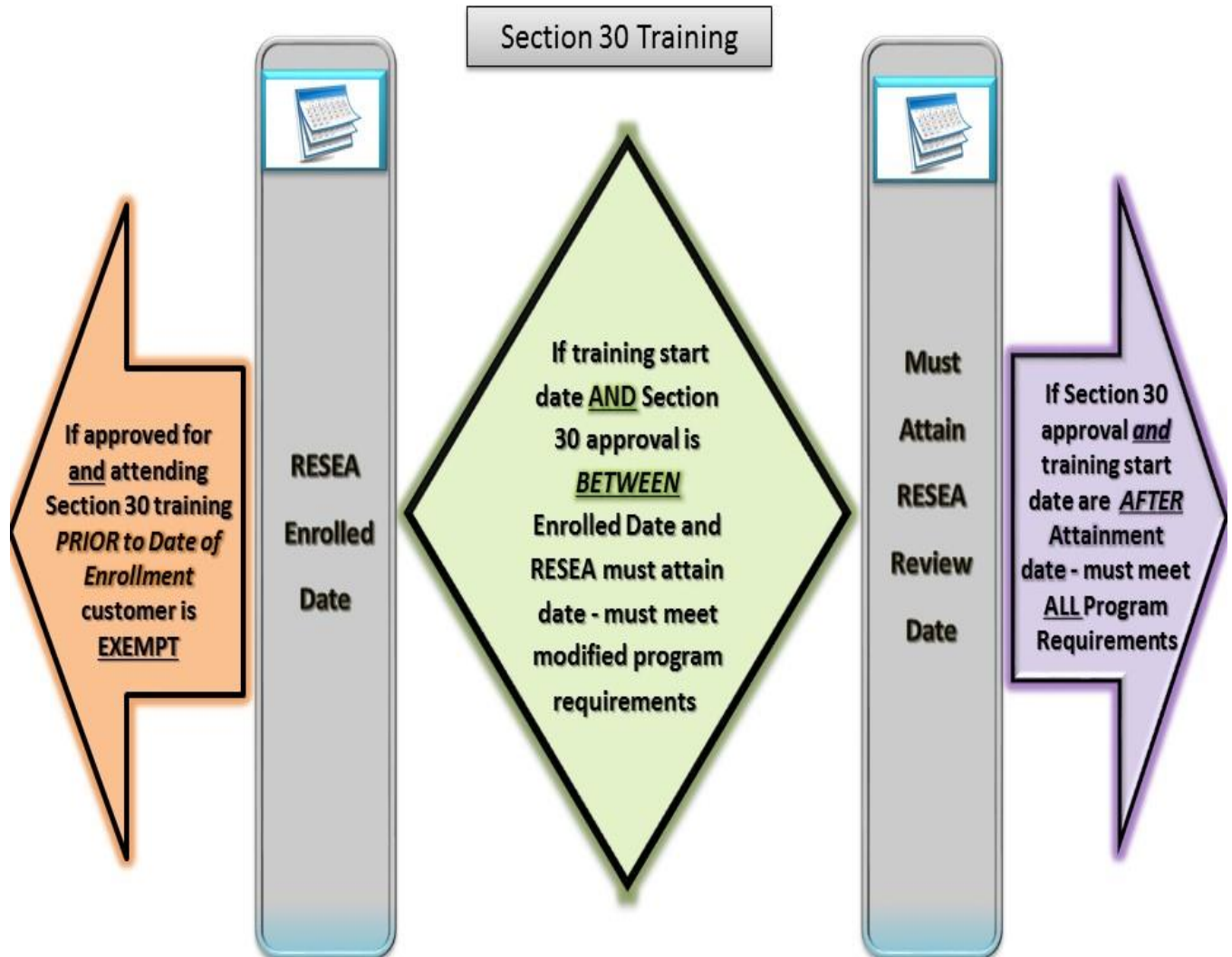
RESEA requirements may be affected when the job seeker is approved for Section 30 and attending approved training.

IF	THEN
<p>A job seeker is <u>approved</u> for Section 30 <u>and</u> is <u>attending</u> an approved training program <u>prior to</u> enrollment in RESEA:</p> <p><b>NOTE: This scenario is not common.</b></p>	<p>The job seeker may be exempt from the RESEA Program.</p> <ul style="list-style-type: none"> <li>• From the <i>Services</i> tab - select <i>Add</i></li> <li>• Under Category - select <i>RESEA/EUC Exempted</i></li> <li>• Under Service Detail - select <i>In Approved Training Prior to Enrollment</i></li> </ul>
<p>A job seeker is enrolled in RESEA prior to becoming approved for <u>and</u> attending Section 30 training:</p> <p><b>NOTE: This is the most common scenario.</b></p>	<p>The job seeker must complete all RESEA requirements with the following modification:</p> <ul style="list-style-type: none"> <li>• Work search is required for each and every week the job seeker requests benefits up until the time they have been approved for <u>and</u> are attending training</li> <li>• Confirm job seeker is registered on JobQuest and attain the JobQuest goal</li> <li>• Attain all goals</li> </ul>





## Section 30 (Training Opportunities Program) and Trade, continued



## RESEA Review and Trade

Follow the same rules as Section 30 above.





## Section 30 (Training Opportunities Program) and Trade, continued

TEST, Susan      SSN: 999-22-0582   ID: 12503421   JQ RE RE   \$ F   Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	
11/28/2015	MMEIB	Profiling - CCS/RESEA/EI	Notified of CCS	Hurley/MOSES Unit		Add
11/28/2015	MMEIB	Program Enrollment	RESEA - Reemployment Serv	Hurley/MOSES Unit		Edit
11/28/2015	MMEIB	Program Enrollment	RES - Reemployment Service	Hurley/MOSES Unit		Delete
11/25/2015	MMEIB	RESEA /EUC Exempted	In Approved Training Pr	Hurley/MOSES Unit		Retention

**General Services Detail**

**Services Provided**

▶ Service Date: 11/25/2015   Last Update Date: 11/30/2015

▶ Career Center: Hurley/MOSES Unit   ▶ Staff ID: MMEIB   Hours: .0

▶ Description: In Approved Training Prior to RESEA Enrollment at New Horizon Training. Susan started a training program on 11/15/2015

▶ Category: RESEA/EUC Exempted   ▶ Service Detail: In Approved Training Prior to Enrollment  
Return to Work Full Time Prior to Enrollment

Note: Blue/Bold Service Details are Federal/OSCAR Reportable Services  
Employment and Follow-Up Services are additionally reported on OSCAR

In the Description box note that approved and attending **Section 30 or Trade Training**, the dates of training and the program they will be attending.





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# Sanctions and Other Special Considerations





## RESEA Review Sanction – UI Screen

Claimants who fail to report to or who do not attain a RESEA Review will result in an indefinite sanction. A RESEA Review sanction is created in MOSES and is transmitted to the UI database. This creates a *Failure to Report for RESEA Review* indefinite issue on the job seeker's claim. The RESEA Review issue is immediately adjudicated as Ineligible and a disqualification determination is sent to the claimant with appeal rights.

The issue remains on the claim until the job seeker meets all requirements of the program and attains their RESEA Review. The issue end date is updated to the date of the previous Saturday of the week when the job seeker attains the RESEA Review. Payments for requested benefit weeks will be on hold between the Issue Start Date (i.e. date they Did not Attain (DNA) or Did not Report (DNR)) and the attainment of the RESEA Review. The job seeker receives payment going forward and payments between the sanction and the attainment remain on hold pending the results of a hearing.

### UI Sanction Screen:

Issue Level: <b>Adjudication</b>	Employer Account Number: -
Program Type: <b>Regular UI</b>	Employer Name:
Type: <b>RESEA</b>	Issue Start Date: <b>5/15/2016</b>
Sub-Type: <b>Failure to Report for RESEA Review</b>	Issue End Date: <b>3/25/2017</b>
Result: <b>Ineligible</b>	Last Maintenance:
Issue Status: <b>Mailed</b>	Interested Party: <b>No</b>
Issue Status Date: <b>5/24/2016</b>	Overpayment:

RESEA issues are ended when the claimant attains the RESEA Review or at the end of the benefit year, whichever occurs first.

Test, Rich      SSN: XXX-XX-6090 ID:      JQ RE RE      S F      Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
06/24/2016	MOSESINT	RESEA	Completed Status Review	Sample Career Center	
06/23/2016	TESTS	RESEA	Attained RESEA Review	Sample Career Center	
06/23/2016	TESTS	Job Search	Labor Market Info - Staf	Sample Career Center	
06/21/2016	TESTS	RESEA	Attained Initial RESEA F	Sample Career Center	
06/21/2016	TSTAF	Orientation	Career Center Services/Ever	Sample Career Center	0.8
06/21/2016	TSTAF	Job Search	Labor Market Info - Staf	Sample Career Center	0.3
06/21/2016	TSTAF	Assessment	Job Search Planning	Sample Career Center	0.2
06/21/2016	TSTAF	Profiling - CCS/RESEA/EI	Notified OF EEO Rights/Comp	Sample Career Center	
06/21/2016	TSTAF	Assessment	Initial Assessment Interv	Sample Career Center	
06/21/2016	TSTAF	Profiling - CCS/RESEA/EI	Attended CCS/Orientatio	Sample Career Center	
06/10/2016	MOSESINT	RESEA	UI Sanction/RESEA Review	Sample Career Center	
05/27/2016	MOSESINT	RESEA	Orientation/CCS Sanction	Sample Career Center	

Row 18 of 35      More

Trade      Eligibility      Match Criteria      Run Match      Eligibility Criteria      OK      Cancel

Once staff attains the RESEA Review after the sanction, MOSES updates the database with "RESEA Completed Status Review". A file is sent to DUA every Saturday with a list of all RESEA participants who have attained their RESEA Review after sanction.





## RESEA Requirement: Left State

A job seeker who is enrolled in the RESEA Program and who has moved out of state,\* must complete all the requirements of the RESEA Program by their RESEA Review deadline. Documentation is required showing that they have met all of the requirements of the program as noted on the *RESEA Requirements for Claimants who have Left State* checklist.

**\* RI, CT and NH are considered in state and the job seeker must complete all requirements at a Massachusetts Career Center.**

Job seekers must provide the following required documentation including:

- Proof of visit to a career center in person and register for ongoing employment services
- Complete weekly work search tracking forms for each and every week unemployment benefits are claimed
- Register on the current state's online job bank
- Submit updated resume
- Conduct LMI exploration
- Provide DD214 (if a Veteran)
- Signed and dated Left State Checklist documenting acknowledgment of Section 30 requirements

**Documentation of all requirements must be submitted directly to the career center by changing the address on the bottom of the "Claimants who have Left the State" checklist. If the address on the form is not changed to the respective career center, it will be sent to the RESEA LMI team via postal mail or email at REALMI ([REALMI.Mailbox@MassMail.State.MA.US](mailto:REALMI.Mailbox@MassMail.State.MA.US)). The career center that the job seeker submits the documentation to and who attains the RESEA Review will get credit for the attainment.**

The date that all of the documentation is returned is the date that the RESEA Review can be attained.

**NOTE:** MOSES identifies job seekers who have left the state by looking at the residential address on the *Basic* screen to verify that the job seeker is out-of-state. Each Saturday MOSES receives an address file from UI Online that updates the claimants address information in MOSES, if different. If the address has not yet been updated through the weekly UI batch program, staff must verify that the address has been changed in the UI system before manually changing the address in MOSES.





## RESEA Requirement: Left State, continued

Test, Fred SSN: 999-11-2222 ID:12345678 REA RES F Notes

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

**General Information**

First Name: Fred Middle Initial: ☐  
Last Name: Test Gender: ☒ Male ☐ Female  
Date of Birth: 01/01/1980 Military: ☐ Yes ☒ No  
Release Information?: ☐ Yes ☒ No Other Eligible: ☐ Yes ☒ No

**Ethnicity** Hispanic or Latino: ☐ Yes ☒ No  
**Race**  
☐ White ☐ Black or African American  
☐ Asian ☐ American Indian or Alaskan Native  
☒ Other ☐ Hawaiian Native or Other Pacific Islander  
☐ Information Not Available

**Programs** Last Reportable Service Date: 12/02/2015

Program Name	Apply Program Status	History
Rapid Response	<input type="checkbox"/>	<input type="checkbox"/>
RES - Reemployment Service	<input checked="" type="checkbox"/> Enrolled	<input type="checkbox"/>
RESEA - Reemployment Serv	<input checked="" type="checkbox"/> Enrolled	<input type="checkbox"/>

Worked in agriculture or food processing in the last 12 months? ☐ Yes ☒ No Career Center

**Residence Address** Mailing Address

**Address**

Address: 1212 Pleasant Grove Road  
Country: United States of America  
Zip: 34741- City: Kissimmee  
State: Florida  
☐ Enterprise ☐ Empowerment ☐ Renewal

☐ Address Not Available ☐ Mailing Address different  
Confidential: ☐ Yes ☒ No HITG Confidential: ☐ Yes ☒ No

**Contact**

Home Phone: (617)999-5555 Email: susantest@smith.com  
Other Phone: (617)999-5555  
Web Address:  ☐ Prefers Emails

**Special Accommodations**

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel





## RESEA Requirement: Left State, continued

TEST, Fred SSN: 999-11-2222 ID: 12345678

Basic Full Education Work Experience Events Alerts Case Plan/Youth ISS Services Special Programs Survey

CAP BEST I SMARTT Section 30 VRAP Snapshot

**Goals**

Type of Goal	Date Established	Scheduled / Target Date	Actual Date	Attainment Status
Other	12/22/2015	12/29/2015	12/22/2015	Attained

Add Edit

**Reemployment Services Goals and Tasks Details**

Goal Action Steps: {Name} has visited the {ABC Career Center of FL} and registered for ongoing services. He has registered on the {name of online job bank} in the state of FL.

Type of Goal: Other Date Established: 12/22/2015 Scheduled/Target Date: 12/22/2015 Attainment: Attained Actual Date: 12/22/2015

Reason Description:

Created Office: Hurley/MOSES Unit Last Modified Office: Hurley/MOSES Unit Last Modified Date: 12/22/2015 By: MMEIB

OK Cancel

MOSES verifies that the residential address is an out-of-state address on the *Basic* screen and does not look for attendance at CCS or the JQ Cap Goal. Enter the CAP goal as *Other* and it must include the following:

- Documentation showing that the job seeker has visited a career center in person in their state of residence and registered for ongoing employment services
- Documentation showing that the job seeker has registered with their current state on-line job bank

However, if the job seeker relocates to RI, NH, or CT, they are considered in-state and must complete all requirements in person at a Massachusetts career center.





## RESEA Requirement: Left State, continued

Step	Action
1	Send the <i>Left State</i> checklist form to job seeker and have them return all required documents by the <i>RESEA Review must attain by date</i> .
2	Document in <i>MOSES notes</i> that the <i>Left State checklist</i> was sent to the job seeker.
3	<p>Manually add CAP goals:</p> <ul style="list-style-type: none"> <li>• Research LMI</li> <li>• Resume and Cover Letter Development</li> <li>• Review Work Search Activity</li> <li>• Other <ul style="list-style-type: none"> <li>○ In-person visit to an American Job Center / career center</li> <li>○ Register for ongoing career center services in their current state; and</li> <li>○ Register with the online job bank in their current state</li> </ul> </li> <li>• Customer signature and date on Left State checklist for verification they have been informed of Section 30 requirements</li> <li>• RESEA Review</li> </ul>
4	When all required documents are returned, update each goal. From the <i>Special Programs</i> tab, click on the <i>Edit</i> button – in the drop down <i>Attainment box</i> , click on the appropriate attainment status and enter the actual date. <b>RESEA Review Attainment date is the date all documentation is received.</b>
Note	If sanctioned, the status of the issue is auto-ended once all <i>CAP goals</i> and the <i>RESEA Review</i> are <i>attained</i> . Payments for requested benefit weeks will be on hold between the Issue Start Date (i.e. date they Did not Attain (DNA) or Did not Report (DNR)) and the attainment of the RESEA Review. The job seeker receives payment going forward and payments between the sanction and the attainment remain on hold pending the results of a hearing.
5	Keep all documentation, including the checklist, on file.





## RESEA Program Exits

The RESEA Yellow Icon displays on the Applicant Record and the Events Participation screen under the following conditions:

- Exited from the RESEA program after 90 days of not receiving a reportable service
- Still within their UI benefit year
- Received a sanction for not attaining the RESEA Review
- DOES NOT have a completed RESEA Review (Attained) after the sanction

Test, Frank SSN: XXX-XX-5167 ID: 11111111

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

**General Information**

First Name: Frank Middle Initial: E  
 Last Name: Test Gender: ☒ Male ☐ Female  
 Date of Birth: 06/27/1956 Military: ☐ Yes ☒ No  
 Release Information?: ☐ Yes ☒ No Other Eligible: ☐ Yes ☒ No

**Ethnicity** Hispanic or Latino: ☐ Yes ☒ No  
**Race** ☒ White ☐ Black or African American  
☐ Asian ☐ American Indian or Alaskan Native  
☐ Other ☐ Hawaiian Native or Other Pacific Islander  
☐ Information Not Available

**Programs** Last Reportable Service Date: 05/03/2016

Program Name	Apply Program Status	History
RES - Reemployment Service	<input type="checkbox"/> Exited	
RESEA - Reemployment Serv	<input type="checkbox"/> Exited	

Worked in agriculture or food processing in the last 12 months? ☐ Yes ☒ No Career Center

Residence Address | Mailing Address

**Address**

Address: 19 Staniford St  
 Country: United States of America  
 Zip: 01002-3465 City: Amherst  
 State: Massachusetts  
☐ Enterprise ☐ Empowerment ☐ Renewal

☐ Address Not Available ☒ Mailing Address different  
 Confidential: ☐ Yes ☒ No HITG Confidential: ☐ Yes ☒ No

**Contact**

Home Phone: ( ) - Email: Testtttt@gmail.com  
 Other Phone: (413) 11-1111 Cell:   
 Web Address: ☐ Prefers Emails

**Special Accommodations**

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

Test, Frank SSN: XXX-XX-5167 ID: 11111111

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan/Youth ISS | Services | Special Programs | Survey

General | Employment | Administrative | Testing | Course/Activity | Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours	Add	Edit	Delete	Retention
01/23/2016	MOSES BATCH	Outcomes / Enhancement	Other Services Completed	Career Source, Chelsea					
01/23/2016	MOSES BATCH	Program Exit	RES - Reemployment Service	Career Source, Chelsea					
01/23/2016	MOSES BATCH	Program Exit	RESEA - Reemployment Serv	Career Source, Chelsea					
02/26/2016	MOSESINT	RESEA	UI Sanction/RESEA Review	Career Source, Chelsea					
02/12/2016	MOSESINT	RESEA	Orientation/CCS Sanction	Career Source, Chelsea					
01/23/2016	MOSESINT	Program Enrollment	RES - Reemployment Service	Career Source, Chelsea					
01/23/2016	MOSESINT	Program Enrollment	RESEA - Reemployment Serv	Career Source, Chelsea					
01/23/2016	MOSESINT	Profiling - CCS/RESEA/EI	Notified of CCS	Career Source, Chelsea					

Row 10 of 10 More

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel





## RESEA Program Exits, continued

If a job seeker is referred to the career center by DUA to complete their RESEA requirements, check to see if the job seeker was auto exited from the RESEA Program as indicated by the yellow icon.

**Reversing the Auto Exit to enter RESEA Review Attainment.** The Local Office Expert or the Manager must do the deletions of the RES and RESEA Auto Exits.

Step	Action
1	Go to the Programs section on the <i>Basic</i> tab in MOSES and scroll down to locate <b>RESEA Program</b> .
2	Click on the yellow <i>History</i> folder and delete the program exit entry for the RESEA Program. This action will also delete the program exit on the <i>Services General</i> tab.
3	Go to the Programs section on the <i>Basic</i> tab in MOSES and scroll down to locate <b>RES Program</b> .
4	Click on the yellow <i>History</i> folder and delete the program exit entry for the RES program. This action will also delete the program exit on the <i>Services General</i> tab.

Test, Frank SSN: XXX-XX-5167 ID: 11111111 JQ REA \$ Notes

Basic Full Education Work Experience Events Alerts Closed Case Plans/ISS Services Special Programs Survey

**General Information**

First Name: Frank Middle Initial: ☐  
 Last Name: Test Gender: ☒ Male ☐ Female  
 Date of Birth: 06/27/1956 Military: ☐ Yes ☒ No  
 Release Information?: ☐ Yes ☒ No Other Eligible: ☐ Yes ☒ No

**Ethnicity** Hispanic or Latino: ☒ Yes ☐ No  
**Race** ☒ White ☐ Black or African American  
☐ Asian ☐ American Indian or Alaskan Native  
☐ Other ☐ Hawaiian Native or Other Pacific Islander  
☐ Information Not Available

**Residence Address** Mailing Address

**Address**

Address: 19 Staniford St  
 Country: United States of America  
 Zip: 02446 City: Brookline  
 State: Massachusetts  
☐ Enterprise ☐ Empowerment ☐ Renewal

☐ Address Not Available ☐ Mailing Address different  
 Confidential: ☒ Yes ☐ No HITG Confidential: ☒ Yes ☐ No

**Contact**

Home Phone: (617)555-5555 Email: test@test.com  
 Other Phone: ( ) -   
 Web Address:  ☒ Prefers Emails

**Programs - Last Reportable Service Date: 12/04/2015**

Program Name	Apply Program Status	History
RES - Reemployment Service	<input type="checkbox"/> Exited	
RESEA - Reemployment Serv	<input type="checkbox"/> Exited	

**Program History**

Program History Program History Log

**Program History**

History No.	Program Name	Program Status	Start Date	End Date
	RESEA - Reemployment Services and E	Exited	12/04/2015	
4054267	RESEA - Reemployment Services and E	Enrolled	10/31/2015	12/04/2015

**IMPORTANT:** The RESEA Exit should only be deleted if the job seeker needs to attain their RESEA Review.





## RESEA Program Exits, continued

Services screen, General tab:

- Delete *MOSESBATCH Outcomes/Enhancements*
  - Confirm that it is the latest MOSESBATCH outcome.
- Once the “RESEA” and “RES” exits are deleted, the original icons reappear.

Test, Frank SSN: XXX-XX-5167 ID: 11111111

Basic Full Education Work Experience Events Alerts Closed Case Plans/ISS **Services** Special Programs Survey

General Employment Administrative Testing Course/Activity Youth Goals

**Services**

Service Date	Staff ID	Category	Service Detail	Career Center	Hours
10/31/2015	MOSESBATCH	Outcomes / Enhancemen	Other, Services Completed	Greater New Bedford Career C	
12/05/2015	MOSESINT	RESEA	UI Sanction/RESEA Review	Greater New Bedford Career C	
11/20/2015	MOSESINT	RESEA	Orientation/CCS Sanction	Greater New Bedford Career C	
10/31/2015	MOSESINT	Profiling - CCS/RESEA/EI	Notified of CCS	Greater New Bedford Career C	
10/31/2015	MOSESINT	Program Enrollment	RESEA - Reemployment Ser	Greater New Bedford Career C	
10/31/2015	MOSESINT	Program Enrollment	RES - Reemployment Service	Greater New Bedford Career C	

Row 9 of 9

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

The Yellow RESEA Exit Icon appears on the Event Participation Screen attendance when a customer exited and received a sanction for not attaining the RESEA Review

Job Seeker Event Participation Entry

**Scheduled Event**

Name: Career Center Seminar Facilitator: MMEIB

Career Center: The Career Place Co-Facilitator 1:

Date: 08/09/2017 Time: 11:14 AM Co-Facilitator 2:

Non Moses Applicant	SSN#	Job Seeker ID	First Name	Last Name	Phone No	RESEA Review Deadline	Scheduled By	Attended By
<input type="checkbox"/>	###-##-2418	10239740	Frank	Test		08/20/2017	MMEIB	<input type="radio"/> Yes <input type="radio"/> No
<input type="checkbox"/>	###-##-5318	12550122	Joe	Test		04/10/2017	MMEIB	<input type="radio"/> Yes <input type="radio"/> No

Quick Search Add Delete OK Cancel Go to Job Seeker





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# Communicating with Department of Unemployment Assistance (DUA)





## Communicating with Department of Unemployment Assistance (DUA)

Timely data entry is critical and may have a negative impact on a job seeker's claim if it is not timely and accurate. To avoid unnecessary issues that result in an interruption of a job seeker's benefits, it is imperative that all data entry, including CAP goals, notes, and services are keyed in timely. Any potential issues identified at the CCS, Initial or RESEA Reviews must be communicated to DUA immediately using the auto-generated Potential Issue form in MOSES and emailed to DUA at [UI\\_Potential\\_Issue@detma.org](mailto:UI_Potential_Issue@detma.org).

This is important because DUA uses the information in MOSES to make decisions about the job seeker's continued eligibility for unemployment benefits.

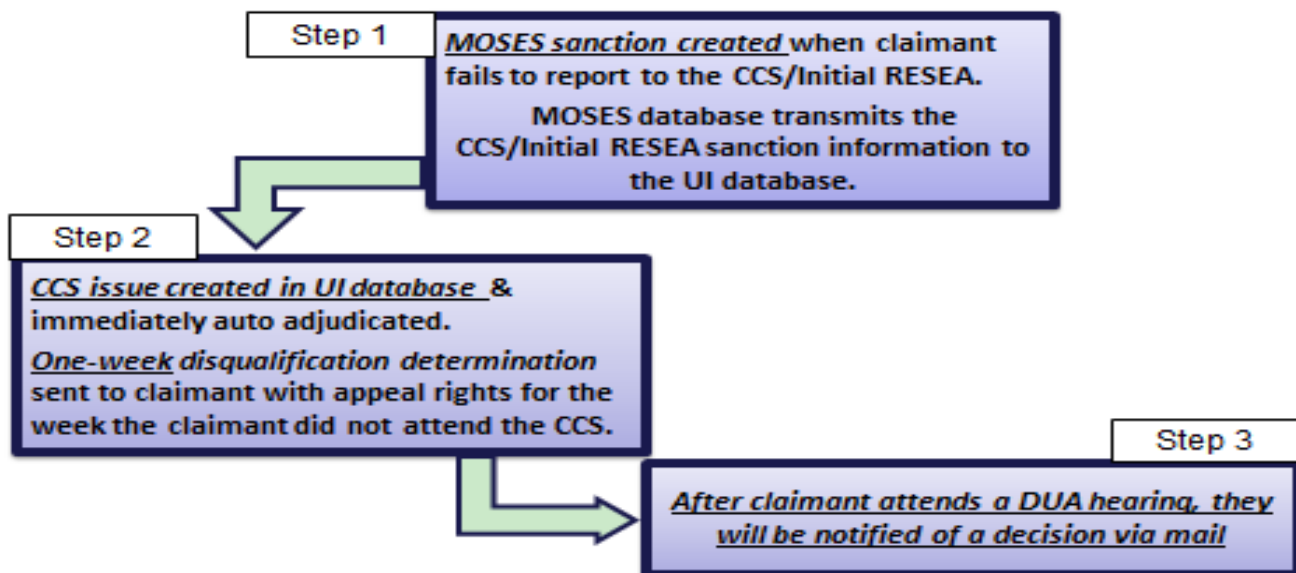
Step	Action
1	A MOSES sanction is created when a claimant does not attain or fails to report to the career center for a RESEA Review by their deadline. The MOSES database transmits the RESEA sanction information to the UI database.
2	A RESEA Review issue is created in the UI database and immediately auto-adjudicated as denied benefits. A disqualification determination is sent to the claimant with appeal rights.
3	MOSES notes must be clear, concise, concrete, objective, and timely as they are critical in the DUA hearing process and ultimate determination of a job seeker's continued eligibility of UI benefits. This is especially important for career center errors.
NOTE:	Update the CAP goals with the attainment status and actual dates. Update MOSES notes clearly stating the career center error and noting that the customer has met all of the required goals and completed the RESEA Review.



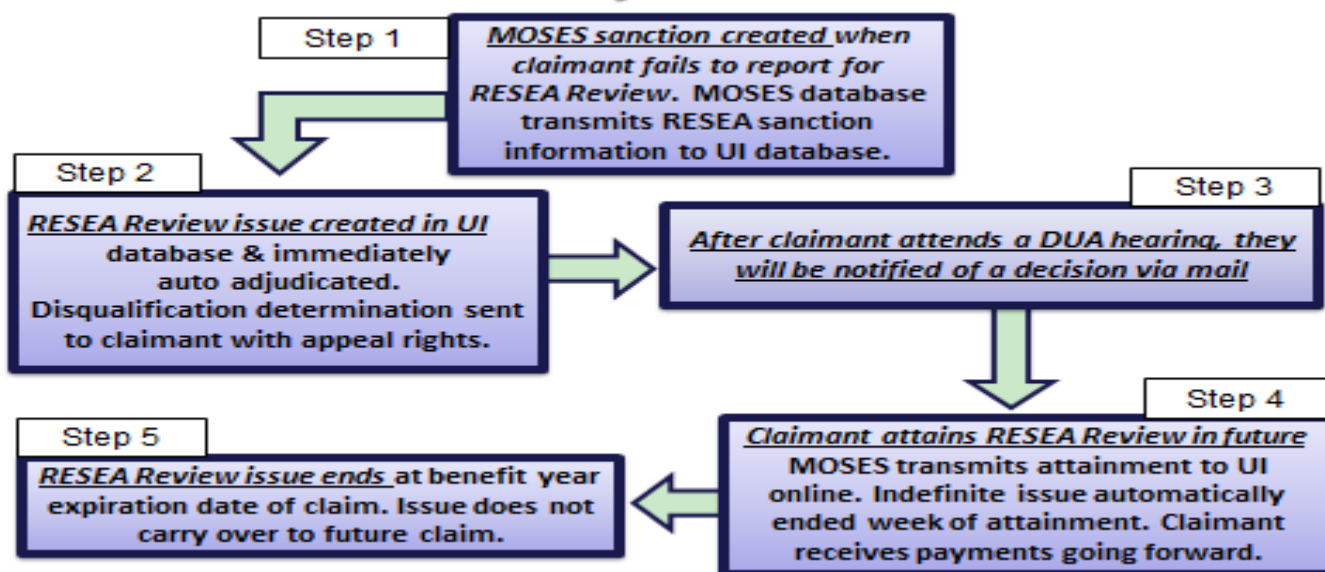


## Communicating with Department of Unemployment Assistance (DUA)

### Career Center Seminar (CCS) UI Sanction/Adjudication Process



### RESEA Review UI Sanction/Adjudication Process





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# RESEA Related MOSES Reports for Managing the Program





## RESEA Reports

Crystal Report Name	Description	Created/Last Modified
<a href="#">RESEA Mail Email Export 60-dayers</a>	<p><b>Purpose:</b> To outreach to RESEA claimants who were enrolled in the RESEA Program this past Saturday and who attended a CCS within the prior 60 days of enrollment (waived from CCS).</p> <p>These claimants have not received a notification letter informing them of their requirements. Career center staff must contact these individuals to inform them that they have been selected to participate in the RESEA Program and that they must complete a RESEA Review within five (5) weeks of enrollment.</p> <p><b>Selection Criteria:</b> The report selects individuals who were enrolled in RESEA this past Saturday and who attended CCS within the past 60 days.</p> <p><b>Exporting:</b> The report is formatted for export to Excel to use in creating email lists or mail merges.</p>	10/02/2017
<a href="#">RESEA Enrollments Outreach</a>	<p><b>Purpose:</b> For outreach to RESEA enrollments who have not completed their RESEA Review.</p> <p><b>Selection:</b> The report will include the RESEA enrollments within your date range and the specified local office(s).</p> <p><b>Report Detail:</b> The report is categorized by the enrolling office. The report lists the individual's contact information and information on the CCS and RESEA Review. If either the CCS event or RESEA Review Goal exists, then the report will show where and when they attended or if they failed to attend the CCS and where they are scheduled for their RESEA Review, the attainment status of the review and the target and/or actual date.</p> <p><b>Exporting:</b> The report is formatted for export to Excel.</p>	10/02/2017
<a href="#">RESEA Attended CCS - No Initial RESEA</a>	<p><b>Purpose:</b> To ensure that Initial RESEA Review attainments are entered in MOSES to avoid potential UI Sanctions.</p> <p><b>Selection:</b> The report selects RESEA enrollments within your date range and the specified local office(s) who attended a CCS but do not have a completed Initial RESEA Review.</p> <p><b>Report Detail:</b> The report is categorized by the enrolling office. The report lists MOSES ID, customer name, RESEA Enrollment Date and the CCS Attended Date.</p>	10/2/2017





## RESEA Reports, continued

Crystal Report Name	Description	Created/Last Modified
<a href="#">RESEA Review Status</a> (aka Rainbow Report)	<p><b>Purpose:</b> To manage RESEA Review Goals in order to avoid UI Sanctions.</p> <p><b>NOTE:</b> UI Sanction will be created if the participant does not attain the RESEA Review Goal by the RESEA Review deadline date.</p> <p><b>Selection:</b> The report selects RESEA participants whose RESEA Review deadline is in the future.</p> <p><b>Report Detail:</b> The report is categorized by the RESEA Review scheduled or the enrolling office. The report lists the MOSES ID, name, contact information, the office that entered the RESEA Review Goal if different than the office where the participant is enrolled, the RESEA enrollment date, the target date of the goal (the date the participant is scheduled to attend the review), and the RESEA deadline date which is five (5) weeks from the RESEA enrollment date.</p> <p><b>Highlights (RESEA Rainbow Report):</b></p> <p><b>Pink:</b> Warning - RESEA Review Goal is Pending, UI Sanction this Friday. Goal status should be updated by close of business on Friday.</p> <p><b>Yellow:</b> RESEA Review Goal is Pending with a Target Date in the Past. Goal Status should be updated in MOSES.</p> <p><b>Green:</b> Attended CCS, but no RESEA Review Goal Target Date. Goal Target Date should be updated in MOSES.</p> <p><b>Blue:</b> Waived from CCS (60-Dayers), but no RESEA Review Goal Target Date. Goal Target Date should be updated when RESEA Review is scheduled.</p> <p><b>Red Text:</b> RESEA Review Target Date is scheduled after the Deadline. To avoid a sanction staff must reschedule the RESEA Review.</p>	10/2/2017
<a href="#">RESEA Potential Attainments</a>	<p><b>Purpose:</b> To identify potential data entry oversight of RESEA Review attainment in order to avoid UI Sanctions.</p> <p><b>Selection:</b> The report selects RESEA participants whose RESEA Review deadline is in the future who have attained all the RESEA required goals but the RESEA Review Goal is still pending.</p> <p><b>Report Detail:</b> The report lists the MOSES ID, name, deadline date, RESEA goal types, goal status, date attained and the staff person who last modified the goals.</p>	

For additional crystal reports go to <http://www.mass.gov/massworkforce>





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# Glossary of Acronyms





## Glossary of Acronyms

<b>60-dayer</b>	Job seeker who attended a CCS within 60 days prior to enrollment in RESEA
<b>AJC</b>	American Job Centers
<b>CAP / IRP</b>	Career Action Plan / Individual Reemployment Plan
<b>CCS</b>	Career Center Seminar
<b>CPRW</b>	Certified Professional Resume Writer
<b>DCS</b>	Department of Career Services
<b>DD214</b>	Veterans – Certificate of Release or Discharge from Active Duty
<b>DNA</b>	Did Not Attend
<b>DNR</b>	Did Not Report
<b>DUA</b>	Department of Unemployment Assistance
<b>ETA</b>	Employment & Training Administration
<b>INA</b>	Individual Needs Assessment
<b>INETSELF</b>	Self-Service indicator for JobQuest
<b>IVRS</b>	Interactive Voice Response System
<b>JobQuest</b>	Massachusetts Job Bank
<b>KSA</b>	Knowledge, Skills, Abilities
<b>LEP</b>	Limited English Proficiency
<b>LMI</b>	Labor Market Information
<b>MA RESEA GRANT</b>	Massachusetts Reemployment Services and Eligibility Assessment Grant
<b>MASSCIS</b>	Massachusetts Career Information System (LMI tool)
<b>MOSES</b>	Massachusetts One-Stop Employment System (database)
<b>MOSES INT</b>	MOSES Initiated (Automated batch Service)
<b>O*NET</b>	Occupational Information Network database
<b>REA</b>	Reemployment Eligibility Assessment
<b>RESEA</b>	Reemployment Services and Eligibility Assessment
<b>RES</b>	Reemployment Services
<b>Initial RESEA Review</b>	Reemployment Services and Eligibility Assessment
<b>RESEA Review</b>	Mandatory Reemployment Services and Eligibility Assessment
<b>RTW</b>	Return to Work
<b>Section 30</b>	DUA approved training
<b>TOP</b>	Training Opportunities Program
<b>TORQ</b>	Transferable Occupational Relationship Quotient (LMI tool)
<b>UCX</b>	Unemployment Compensation for Ex-Service Members
<b>UI</b>	Unemployment Insurance
<b>USDOL</b>	United States Department of Labor
<b>WSA</b>	Work Search Activity





## Appendix

# Appendix

- RESEA Desk Aide for Adjudicators
- RESEA Notification Letters
- Work Search Activity Log
- Individual Needs Assessment (INA)
- Career Action Plan (CAP)
- How to Obtain a Work Search Log Submitted via Online to DUA
- LMI Worksheet
- Left State Checklist
- RESEA Assistance Request Form
- Return to Work Form – Notifying DUA
- DUA Notification of Potential Issue





## Desk Aide for RESEA Program

Revised 9/1/16

**UPDATE:** If a claimant is enrolled in RESEA and they have moved out of state, please direct them to call a Massachusetts Career Center that is closest to the residential/previous residential address (see intranet for the most up-to-date list). Document this action in the claim as "claimant has change of address – directed to career center." You **must** update their address (residential and mailing) otherwise the claimant must come into a Massachusetts Career Center to qualify for RESEA. NOTE – RI, CT and NH are considered in state. MOSES will "read" those states and look for CCS attendance."

Any questions regarding this should be directed to the career center or they can reach out to: [realmi.mailbox@MassMail.State.MA.US](mailto:realmi.mailbox@MassMail.State.MA.US).

### Background:

The RESEA or **ReEmployment Services Eligibility Assessment** program is a federal program that addresses the re-employment needs of UI claimants as well as the detection and prevention of UI improper payments.

The **ReEmployment Services Eligibility Assessment program** will be expanded to include two activities that must be fulfilled within 5 weeks of the first payment of UI benefits:

- The first activity is the **Career Center Seminar/Initial RESEA** which must be completed within 3 weeks of the first UI payment. Failure to participate in the **Career Center Seminar/Initial RESEA** could result in a *one week disqualification*. (maximum disqualification for this issue is one week)
- The second activity is the **RESEA Review** which must be completed within 5 weeks of the first UI payment. Failure to complete the **In-Person ReEmployment Services Eligibility Assessment Review** could result in an *indefinite disqualification until all the RESEA review activities have been completed*.

### Enrollment into Re-Employment Services Eligibility Assessment - RESEA

Claimants will receive a letter informing them of their enrollment in the RESEA program after they receive their first check. The letter will be available in the claimant's Inbox and will be mailed to the address on file.

### DCS Notification Process for CCS/RESEA Claimants

Claimants receive a Robo call 10 days after the notification letter is sent if they have not attended the Career Center Seminar/Initial RESEA. Claimants who do not attend the RESEA Review by week 4 after enrollment will receive a reminder Robo call notifying them that they have 1 week left to complete their RESEA Review. The "robo-calls" are made in English and Spanish.

### EXEMPT STATUS:

Call Center staff are not authorized to exempt a claimant from the **Re-Employment Services Eligibility Assessment** program. Advise the claimant to contact a Career Center if there are questions about enrollment in the program. **All claimants enrolled in the Re-Employment Services Eligibility Assessment** program must attend a **Career Center Seminar** regardless of a return to work date or union membership. If the claimant has questions about RESEA requirements, this should be discussed with the Career Center staff.

- 1) Only a claimant who has returned to work full time prior to enrollment in the RESEA program can be exempted from the RESEA requirements. Union members and claimants with a return to work date would still be required to attend the **Career Center Seminar**. Claimants who have returned to work after enrollment in the RESEA program need to be referred to the career center to discuss participation requirements. According to the RESEA Grant, there are no exemptions from RESEA program requirements once a claimant is enrolled in the program.





## Desk Aide for RESEA Program

Revised 9/1/16

- 2) A claimant who has relocated to another state must still complete the requirements because the RESEA program is a federal program. If claimants have relocated to another state they must:

- Visit and register with employment services in their new state of residence
- Register with the new state on-line Job Bank
- Provide work search, resume and LMI (Labor Market Information) to Massachusetts to fulfill the **RESEA Review** requirement
- Sign, date and return the RESEA Left State checklist acknowledging the updated Section 30 Requirements
- **If the claimant is a veteran, a copy of the DD-214 member -4 (containing characterization of service)**
- All required documentation will need to be emailed to the REALMI mailbox at [realmi.mailbox@MassMail.State.MA.US](mailto:realmi.mailbox@MassMail.State.MA.US)

Or mail to: Department of Career Services  
ATTN: RESEA LMI  
19 Stamford Street, First Floor  
Boston, MA 02114

### Failure to Report to Career Center Seminar/Initial RESEA

DCS provides DUA information on all RESEA customers who have not attended a CCS/RESEA within 3 weeks of their first UI payment which creates a **RESEA/CCS** issue on the claim for the week the claimant failed to attend. The issue will be adjudicated as ineligible. The claimant is disqualified for 1 week.

The claimant will receive the determination via U.S. mail or electronically based on the method the claimant selected to receive DUA Correspondence. Attached to the agency decision will be an Appeal Request Information form. If the individual chooses to appeal the agency's decision, they will need to complete and return the Appeal Request Information form to the address listed on the form. The DUA Hearings Department will schedule a hearing and send a Notice of Hearing to the claimant with the date, time, and location of the hearing. Customarily, these are telephone hearings.

A DUA Review Examiner will conduct the hearing. The Hearings Department will identify and print the necessary documents from the MOSES data base. The Review Examiner will base his/her decision on the claimant's testimony and evidence presented at the hearing.

### Failure to Report to RESEA Review

DCS provides DUA information on all RESEA customers who have not attended/attained RESEA Review within 5 weeks of their first UI payment which creates a **Failure to Report to RESEA Review** issue for the week(s) they did not attend. The issue will be adjudicated as indefinitely ineligible.

The claimant will receive the determination via U.S. mail or electronically, based on the method the claimant selected to receive DUA Correspondence. Attached to the agency decision will be an Appeal Request Information form. If the individual chooses to appeal the agency's decision they will need to complete and return the Appeal Request Information form to the address listed on the form. The DUA Hearings Department will schedule a hearing and send a Notice of Hearings to the claimant with the date, time, and location of the hearing. Customarily, these are telephone hearings.

A DUA Review Examiner will conduct the hearing. The Hearings Department will identify and print the necessary documents from the MOSES database. The Review Examiner will base his/her decision on the claimant's testimony and evidence presented at the hearing.

Once a claimant attends/attains the RESEA Review, DCS will provide the attain date to DUA. The indefinite disqualification will be auto ended with the previous Saturday's date.

There are no redeterminations for RESEA issues; therefore, it is important that accurate information be provided initially. RESEA Assist forms should be completed and forwarded to [realmi.mailbox@MassMail.State.MA.US](mailto:realmi.mailbox@MassMail.State.MA.US).

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\*If the job seeker relocates to RI, NH, or CT, they are considered in-state and must complete all requirements in person at a Massachusetts career center.

A job seeker who is enrolled in the RESEA Program and who has moved out of state\*\*, must complete all the requirements of the RESEA Program by their RESEA Review deadline. Documentation is required showing that they have met all of the requirements of the program as noted on the *RESEA Requirements for Claimants who have Left State* checklist.

\*\* RI, CT and NH are considered in state and the job seeker must complete all requirements in MA.



## RESEA Notification Letter



Charles D. Baker  
GOVERNOR  
Karyn E. Polito  
LT. GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE



109575333

Ronald L. Walker, II  
SECRETARY  
Robert T. Cunningham  
DUA DIRECTOR

BLUWHWIGYH, XWDBWEOZKQ  
162 Oldham St  
Pembroke, MA 02359-2522

May 12, 2017

Claimant ID: 76116

CCS / INITIAL RESEA

### MANDATORY PARTICIPATION TO KEEP YOUR UNEMPLOYMENT BENEFITS

Dear Ms. BLUWHWIGYH,

You have been selected to participate in the Reemployment Services and Eligibility Assessment (RESEA) Program. Failure to participate, or show good cause reasons for not attending, will result in a denial of your unemployment benefits.

**STEP 1: You must schedule and attend a Career Center Seminar/Initial RESEA meeting at a One-Stop Career Center by the following deadline date: 06/06/2017**

You can schedule your Career Center Seminar/Initial RESEA meeting:

- Online through JobQuest
- By phone at 1-800-653-5586
- By contacting your local One-Stop Career Center (complete list of career centers is attached)
- If you need language assistance to schedule the Career Center Seminar, please call the toll free line 1-888-822-3422

**STEP 2: Prior to your Career Center Seminar/Initial RESEA meeting, you must:**

- Register with JobQuest at: [www.mass.gov/jobquest](http://www.mass.gov/jobquest)

**STEP 3: To prepare for your Career Center Seminar/Initial RESEA meeting, you must bring the following documents with you:**

- Your completed work search logs for every week you have requested benefits. Sample copies are available:
  - Online at: [www.mass.gov/dua/worksearch](http://www.mass.gov/dua/worksearch)
  - At your local Career Center
- Your current resume
- Any information that may be helpful in looking for new employment

Page 1 of 2

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[www.mass.gov/uima](http://www.mass.gov/uima)





## RESEA Notification Letter (Page 2)

**When you attend your Career Center Seminar/Initial RESEA meeting, you can expect the following:**

- Your seminar and Initial RESEA meeting will take up to 3 hours.
- You must schedule a second RESEA Review before you leave the seminar. Your second RESEA Review must be completed by: 06/20/2017.

The Massachusetts Career Centers offer a full range of services and support to help you find new employment. The Career Center staff look forward to helping you with your job search.

Contact your local Career Center right away if you are back at work full-time because you may be excused from this program.

**Important Note:**

Failure to participate in required activities without good cause will result in a loss of your unemployment insurance benefits.

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Page 2 of 2

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[www.mass.gov/uima](http://www.mass.gov/uima)





## 60-Dayer Notification Letter



Charles D. Baker  
GOVERNOR  
Karyn E. Polito  
LT. GOVERNOR

THE COMMONWEALTH OF MASSACHUSETTS  
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT  
DEPARTMENT OF UNEMPLOYMENT ASSISTANCE



Ronald L. Walker, II  
SECRETARY  
Robert T. Cunningham  
DUA DIRECTOR

2 Essex St  
Lowell, MA 01850-1121

May 17, 2016

Claimant ID: 11111111

INITIAL RESEA

### MANDATORY PARTICIPATION TO KEEP YOUR UNEMPLOYMENT BENEFITS

Dear Mr. Name

You have been selected to participate in a mandatory program called the Reemployment Services and Eligibility Assessment Program (RESEA). Failure to participate or show good cause reasons for not attending will result in a denial of benefits.

**Important!** As part of your participation in RESEA and to continue receiving unemployment benefits, you must do the following before your deadline:

1. Register with JobQuest: [www.mass.gov/jobquest](http://www.mass.gov/jobquest)
2. Sign up for and attend an Initial RESEA Meeting before your deadline date.

#### WHAT TO EXPECT:

- Bring your:
  - Completed Work Search Logs for each and every week you have requested unemployment benefits. (You can download a sample copy at [www.mass.gov/dua/worksearch](http://www.mass.gov/dua/worksearch) or get one at your local Career Center);
  - Resume, and;
  - Any other information that may be helpful in looking for work.
- Your initial RESEA Meeting will take approximately one hour.
- Schedule a RESEA Review before you leave; The Review must be conducted by 06/17/2016.

Failure to participate in required activities without good cause will cause you to lose Unemployment Benefits.

A local Career Center list is attached.

Page 1 of 1

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[www.mass.gov/uima](http://www.mass.gov/uima)







## Work Search Activity Log

### Job Search Requirements

To continue receiving benefits, you must:

Look for work *at least*:

- 3 times per week on
- 3 or more different days

You must also keep a record of your work searches..

If you are a union member and may only accept work through your union, you must keep track of all contacts between you and the Union.

Use this Work Search Log to:

- Record your job search activities,
- Take to your Career Center appointments, and
- Prove you are looking for work if you are randomly selected.

Get more copies of this form at any Career Center or at [www.mass.gov/dua/worksearch](http://www.mass.gov/dua/worksearch).

### Job Search Log

Name \_\_\_\_\_ Claimant ID \_\_\_\_\_ Previous job \_\_\_\_\_

Previous pay \$ \_\_\_\_\_ Job(s) you are looking for now: \_\_\_\_\_ Minimum pay you will accept \$ \_\_\_\_\_

Week 1: Starting Sunday (date): _____ Through Saturday (date): _____						
Date	Position	Pay rate	Employer name / address / phone / URL	Person contacted	HOW CONTACTED: Web, phone, mail, job fair, networking, etc.	Results

Week 2: Starting Sunday (date): _____ Through Saturday (date): _____						
Date	Position	Pay rate	Employer name / address / phone / URL	Person contacted	HOW CONTACTED: Web, phone, mail, job fair, networking, etc.	Results

Form 1750 Rev. 05-18





**Community Resources****What do I need?****Available Resources**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> I need to apply for Unemployment Insurance Benefits                     | → | Call 877-626-6800 or Visit a Career Center to meet with a UI Specialist  |
| <input type="checkbox"/> I have questions regarding my Unemployment Insurance claim              | → | Call 877-626-6800, or visit the web: <a href="http://www.mass.gov/dua">www.mass.gov/dua</a>  |
| <input type="checkbox"/> I need help with obtaining Health Insurance                             | → | Call 877-623-6765 or visit the Mass Health Insurance Connector website: <a href="http://www.mahealthconnector.org">www.mahealthconnector.org</a> |
| <input type="checkbox"/> I need help in obtaining food stamps and/or cash assistance             | → | Call 866-960-FOOD (3663) Supplemental Nutrition Assistance Program (SNAP)  |
| <input type="checkbox"/> I need help with energy and/or fuel assistance                          | → | Call 800-632-8175, or visit the web <a href="http://www.mass.gov/dhcd">www.mass.gov/dhcd</a>   |
| <input type="checkbox"/> I need to obtain information regarding child care assistance            | → | <a href="http://www.eec.state.ma.us/index.aspx">www.eec.state.ma.us/index.aspx</a> Department of Early Education and Care Phone: 617-988-6600    |
| <input type="checkbox"/> I need help in understanding credit, financial and mortgage liabilities | → | Visit the web: <a href="http://www.mass.gov/ago">www.mass.gov/ago</a> and type in Credit and Finance under SEARCH                                |
| <input type="checkbox"/> Will I lose my unemployment benefits while attending school?            | → | Visit the web: <a href="http://www.mass.gov/dua">www.mass.gov/dua</a> and type in Section 30 under SEARCH  |

**Specialized Services****What do I need?****Available Resources**

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> I am a Veteran and would like to know what services are available | → | Meet with a Veteran Representative; visit <a href="http://www.mass.gov/veterans">www.mass.gov/veterans</a> |
| <input type="checkbox"/> I lost my job due to my company moving overseas                   | → | Meet with a TRADE program Counselor at a One Stop Career Center  |
| <input type="checkbox"/> I am a Youth age 18-24  | → | Meet with a Youth Counselor at a One Stop Career Center  |
| <input type="checkbox"/> I have a disability or barrier to employment                      | → | Adaptive equipment, individual assistance and agency referrals available                                   |
| <input type="checkbox"/> Other   | → | Resource Info here   |
| <input type="checkbox"/> Other   | → | Resource Info here   |
| <input type="checkbox"/> Other   | → | Resource Info here   |
| <input type="checkbox"/> Other   | → | Resource Info here   |
| <input type="checkbox"/> Other   | → | Resource Info here   |





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h****What do I need?****Available Resources**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> I need help getting started with my job search                       | → | Visit a One Stop Career Center  |
| <input type="checkbox"/> I need help writing / updating a resume or cover letter              | → | Visit a One Stop Career Center  |
| <input type="checkbox"/> I need to learn how to use the internet for job search               | → | Visit a One Stop Career Center  |
| <input type="checkbox"/> I need to research the labor market for new opportunities            | → | Visit a One Stop Career Center<br>Websites: <a href="http://masscis.intocareers.org/">http://masscis.intocareers.org/</a> ; <a href="http://online.onetcenter.org/">http://online.onetcenter.org/</a> |
| <input type="checkbox"/> I need help preparing for my interviews                              | → | Visit a One Stop Career Center  |
| <input type="checkbox"/> I need help finding what careers fit my interests and skills         | → | Visit a One Stop Career Center<br>Websites: <a href="http://masscis.intocareers.org/">http://masscis.intocareers.org/</a> ; <a href="http://online.onetcenter.org/">http://online.onetcenter.org/</a> |
| <input type="checkbox"/> I need advice on how to network                                      | → | Visit a One Stop Career Center<br>Websites: <a href="http://www.linkedin.com">www.linkedin.com</a>  |
| <input type="checkbox"/> I need help understanding my talents and marketing them to employers | → | Visit a One Stop Career Center  |

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s****What do I need?****Available Resources**

- |   |   |   |
|---|---|---|
| <input type="checkbox"/> I lack computer skills and want to learn to use a computer             | → | One Stop Career Center Workshop > Intro to Computers  |
| <input type="checkbox"/> I need to update my MS Office skills or practice typing                | → | Visit a One Stop Career Center  |
| <input type="checkbox"/> I am interested in starting my own business                            | → | Small Business Administration (SBA) Overview Websites: <a href="http://www.sba.gov">www.sba.gov</a> |
| <input type="checkbox"/> I would like to finish my GED and/or improve my English skills         | → | Visit a One Stop Career Center  |
| <input type="checkbox"/> I need help updating my skills to be competitive in today's Job Market | → | Visit a One Stop Career Center  |
| <input type="checkbox"/> I need a career change   | → | One Stop Career Center Workshop > An Overview to Training   |
| <input type="checkbox"/> Other  | → | Resource Info here  |
| <input type="checkbox"/> Other  | → | Resource Info here  |

I have assisted in developing this Career Action Plan and I agree with the goals and actions selected. I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

*I have been informed about the Training Opportunity Program (Section 30) and understand that I must apply for the Training Opportunity Program (Section 30) by the 20<sup>th</sup> payable week of my Unemployment Insurance payments to be eligible for Section 30 Unemployment benefits.*

Customer Signature: \_\_\_\_\_ Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_





## MASSACHUSETTS ONE STOP EMPLOYMENT SYSTEM CAREER ACTION PLAN

**Customer Name:** Test, Susan

**Job Seeker ID:** 12345678

**Career Objective:** Looking for Licensed Practical Nursing Position.  
I've worked in Nursing home, Correctional and DMR Facilities.

Goal Type	Goal Status	Scheduled / Target Date	Actual Date	Goal Action Steps	Created By
Acknowledges Section 30 Requirements	Attained	02/08/2016	02/08/2016		MOSESINT
Research LMI	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Register with JobQuest	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Review Work Search Activity	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Resume and Cover Letter Development	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
RESEA Review	Set, But Attainment Pending	02/18/2016	00/00/0000		MOSESINT
Initial RESEA Review	Attained	02/08/2016	02/08/2016		MOSESINT

I have assisted in developing this Career Action Plan and I agree with the goals and actions selected.  
I agree to the level of cooperation and participation needed for me to complete this plan, including meeting with Career Center staff.  
I am able, available and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my unemployment benefits.

I have been informed about the Training Opportunities Program (TOP/Section 30) and understand that I must submit a complete TOP/Section 30 application within the first 20 weeks of receiving my UI benefits to be potentially eligible for Section 30 Unemployment benefits.

Customer Signature: \_\_\_\_\_ Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

May 22, 2015

Page 1 of 1







## RESEA CAREER ACTION PLAN (CAP)



Name: \_\_\_\_\_ Career Center ID # \_\_\_\_\_

### Barriers to Employment. (Check all that apply):

- ☐ Lack of Marketable Skills  
☐ Lack of Credentials, Certification, Licensing or Training  
☐ Lack of Basic Education Skills  
☐ Labor Market Discrimination  
☐ Limited English  
☐ Other: \_\_\_\_\_

### Additional Items. (select "I Have" or "I Need" for each item)

	I HAVE	I NEED
Resume	<input type="checkbox"/>	<input type="checkbox"/>
Cover Letter	<input type="checkbox"/>	<input type="checkbox"/>
Interview Skills	<input type="checkbox"/>	<input type="checkbox"/>
Computer Skills	<input type="checkbox"/>	<input type="checkbox"/>
Social Media Skills	<input type="checkbox"/>	<input type="checkbox"/>

Primary occupation: \_\_\_\_\_ Secondary occupation: \_\_\_\_\_

**Goals:** Based on your answers above, list the goals you need to accomplish to meet your employment goal.

- ☐ Goal: \_\_\_\_\_ Target Date: \_\_\_\_\_ Completed: \_\_\_\_\_  
☐ Goal: \_\_\_\_\_ Target Date: \_\_\_\_\_ Completed: \_\_\_\_\_  
☐ Goal: \_\_\_\_\_ Target Date: \_\_\_\_\_ Completed: \_\_\_\_\_

### Mandatory Goals for RESEA customers:

- |   |                                     |
|---|-------------------------------------|
| <input type="checkbox"/> Register on JobQuest   | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Resume   | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Labor Market Research & Exploration  | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Work Search  | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Complete (this) Career Action Plan Form (CAP)                                    | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Future Career Center Service   | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> Acknowledges Section 30 Requirement  | Target Date: _____ Completed: _____ |
| <input type="checkbox"/> RESEA Review Appointment: <i>Your RESEA Review appointment is scheduled for:</i> |                                     |

Date: \_\_\_\_\_ Career Center: \_\_\_\_\_ Staff Name: \_\_\_\_\_

**\*RESEA customers must complete all mandatory goals listed above & bring all completed logs/forms to the RESEA Review\***

### Workshops: You are registered to attend the following workshop(s):

Workshop Name: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Location: ☐ Career Center ☐ Other Location: \_\_\_\_\_

Workshop Name: \_\_\_\_\_ Date/Time: \_\_\_\_\_

Location: ☐ Career Center ☐ Other Location: \_\_\_\_\_

**CLAIMANT STATEMENT:** I have been informed about the Training Opportunity Program (Section 30) and understand that I must apply for the Training Opportunity Program (Section 30) by the 20<sup>th</sup> payable week of my Unemployment Insurance payments to be eligible for Section 30 Unemployment benefits.

I have assisted in developing this Career Action Plan by providing the information above. I agree to the level of cooperation and participation required for me to complete this plan, including completing all tasks and goals, attending assigned workshops, and meeting with Career Center staff. I am able, available, and actively seeking employment. I understand that failure to comply with this plan will result in a loss of my U.I. benefits.

Customer Signature: \_\_\_\_\_ Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_





## How to Obtain Work Search Log Submitted via UI Online

Commonwealth of Massachusetts  
Wednesday, October 22, 2014  
[Print Preview](#)

Change Password | Logout \* Indicates Required Field

My Home Page  
My Inbox  
View and Maintain Account Information  
Estimate Future Benefits  
View And Request 1099G  
**View UI Records**  
Benefit Charges

**Claimant Information** [Change Claim](#) [Change Claimant](#) [Leave Claimant](#)

Effective Date: 8/24/2014    Benefit Year End: 8/22/2015    Claim Status: Active

**UI Record Search**

Record Type: ☐ New and Reopened Claims\* ☒ Continued Claims

2. Select: Continued Claims

3. Click: Next

Next    Reset

1. Click: View UI Records

**UI Record Search: Select Sub Types**

Record Type: Continued Claims

Sub Type(s): ☒ Weekly Certification

4. Check box: Weekly Certification

5. Click: Search

Previous    Search    Reset

**UI Record Search Results**

Record	SSN	Claimant ID	Claim ID	Name	Date	Record Type	Record Sub Type
<a href="#">View</a>	0407		2014-01		10/10/2014	Continued Claims	Weekly Certification
<a href="#">View</a>	0407		2014-01		10/12/2014	Continued Claims	Weekly Certification
<a href="#">View</a>	0407		2014-01		10/5/2014	Continued Claims	Weekly Certification
<a href="#">View</a>	0407		2014-01		9/28/2014	Continued Claims	Weekly Certification

6. Click: View

Date	Type	Name	Person Contacted	Contract Type	Contract Info	Type of Work	Results
9/15/2014 12:00:00	Employer	ABC Company	Web site email	Website	Abc.com	development	No response
9/16/2014 12:00:00	Employer	Metro Hospital	HR	Phone Number	781-111-2139	development	Follow-up requested
9/17/2014 12:00:00	Employer	Union University	Administrator	In person	Front Desk	development	Follow-up requested

7. View as PDF





## How to Obtain Work Search Log Submitted via UI Online

**UI Record Search: Select Sub Types**

Record Type: **Continued Claims**

Sub Type(s): ☒ Weekly Certification

Previous **Search** Reset

**UI Record Search Results**

Record	SSN	Claimant ID	Claim ID	Name	Date	Record Type	Record Sub Type
<a href="#">View</a>	9407		2014-01		10/19/2014	Continued Claims	Weekly Certification
<a href="#">View</a>	9407		2014-01		10/12/2014	Continued Claims	Weekly Certification
<a href="#">View</a>	9407		2014-01		10/5/2014	Continued Claims	Weekly Certification
<a href="#">View</a>	9407		2014-01		9/28/2014	Continued Claims	Weekly Certification

Date	Type	Name	Person Contacted	Contract Type	Contract Info	Type of Work	Results
9/15/2014 12:00:00	Employer	ABC Company	Web site email	Website	Abc.com	development	No response
9/16/2014 12:00:00	Employer	Metro Hospital	HR	Phone Number	781-111-2139	development	Follow-up requested
9/17/2014 12:00:00	Employer	Union University	Administrator	In person	Front Desk	development	Follow-up requested

Step	Action
1	Click on <i>View UI Records</i> .
2	Select <i>Continued Claims</i> .
3	Click <i>Next</i> button.
4	From the Sub Types(s), Check <i>Weekly Certification</i> box.
5	Click <i>Search</i> button.
6	From the UI Record Search Results box, Click <i>View</i> for week you want to print.
7	An image of the selected weeks <i>Work Search Log</i> appears. <i>View as a PDF document</i> .





## LABOR MARKET RESEARCH WORKSHEET

Name: \_\_\_\_\_ Member ID#: \_\_\_\_\_ Date: \_\_\_\_\_

**Goal:** Labor market research is a tool to help you make decisions about your job search. As discussed in the orientation, this research is critical to understanding if there are employers seeking your skills. Completing this worksheet should help you make more informed job searching decisions about your current skills and occupation.

**Requirement:** As part of your job search requirement, you need to conduct labor market research on your current occupation. Please complete this form and bring it with you to the RESEA Review session and/or your appointment with a career advisor.

**Sources:** There are various websites you can browse to find the labor market information concerning your occupation. You will find some listed below. Please check all of the websites you visited when completing this worksheet (you only have to **visit one** but you can visit them all if you want). Use the information you find to answer the questions on this document (front and back) and/or bring in the printed information from the websites that you found about your occupation.

### Websites:

- ☐ Mass Career Information System:  
username: **Your Career Center** Password: **Your Career Center** <http://masscis.intocareers.org/>
- ☐ O\*Net: [www.onetonline.org/](http://www.onetonline.org/)
- ☐ America's Career Information Network: <https://www.careerinfonet.org/>
- ☐ US Bureau of Labor & Statistics- **click on Publications tab at top of home page, and then click on Occupational Outlook Handbook** [www.bls.gov/](http://www.bls.gov/)
- ☐ My Skills My Future: <https://www.myskillsmyfuture.org/>
- ☐ My Next Move: [www.mynextmove.org](http://www.mynextmove.org)
- ☐ TORQ: <https://jobquest.detma.org/JobQuest/Default.aspx>
- ☐ Other website: \_\_\_\_\_
- ☐ Other sources: Career Exploration Workshops, Job Ads, Trade Magazines, Informational Interviews, Newspapers and Networking





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Answer the questions below based on your labor market research

1. **Primary Occupation Title** (please note-not all occupational titles will be listed on these websites; pick the title that is the closest match to your occupation).

2. What is the **salary range** (if no range then just list **median wage**)?

\$ \_\_\_\_\_ to \$ \_\_\_\_\_ **per hour** or **annual** (circle one).

3. **Are opportunities in this occupation** (in the state you are looking for work):

**Increasing** or **Decreasing** (circle one)?

(This information will usually be found in a section labeled employment outlook/employment trends/job outlook-if the number does not have a negative sign in front of it- then the occupation is increasing):

3a. **By what percent** (number found in the employment outlook/employment trends/job outlook section)?  
\_\_\_\_\_ %

4. **How many jobs are available annually in your occupation** (found in same section as question 3)?

5. **Based on your research, do you possess the appropriate certifications, licenses, or credentials for this occupation:** YES NO (Circle one)

5a. **If you answered NO to question 5**, what certification, licenses, or credentials do you lack to be reemployed in this field?

6. **Why do you think you have been unable to become reemployed in your occupation?**

7. **Other pertinent labor market information about your occupation.**







## Re-employment Services and Eligibility Assessment (RESEA) Program Requirements for Claimants who have Left the State

**Instructions:** Please complete and submit this signed check list, with all the required documentation via email to: [realmi.mailbox@Massmail.State.MA.US](mailto:realmi.mailbox@Massmail.State.MA.US), mail to the address below or fax to 617-626-6017. **Failure to provide this information may result in the loss of unemployment benefits.**

- ☐ 1. Documentation that you have visited a career center in the state in which you are residing and documentation that you have registered for ongoing employment services.
- ☐ 2. Documentation that you have registered for your current state on-line job bank.
- ☐ 3. Documentation of your Labor Market Exploration for your occupation(s) of interest using the attached Labor Market Research Worksheet. <http://www.mass.gov/massworkforce/docs/resources/career-center-seminars/labor-market-research-worksheet.pdf>
- ☐ 4. Resume
- ☐ 5. Weekly work search tracking form for each and every week you have claimed unemployment benefits. Massachusetts work search forms may be located at: <http://www.mass.gov/lwd/docs/dua/worksearch-form-1750-rev-04-02-13-fs.pdf>
- ☐ 6. If you are a Veteran, a copy of your DD-214 member-4 (containing characterization of service).
- ☐ 7. Read, sign and date the Section 30 Acknowledgement Statement below and return with all the required documentation. <http://www.mass.gov/lwd/unemployment-insur/programs-and-services-for-claimants/training-opportunities-program/program-regulations/>

### Section 30 Program:

The general goal of **Section 30** is to allow claimants to acquire the new skills necessary to obtain employment and allows claimants to receive Unemployment Insurance (UI) benefits while enrolled in approved training. Requirements for worksearch, availability for work, and acceptance of suitable work, are waived if a claimant is otherwise eligible for UI and is enrolled in approved training. In addition, a claimant may be eligible to receive an extension of benefits up to 26 times his or her benefit rate if the training extends beyond his or her maximum monetary entitlement. The 26 week training extension is available only to those claimants who have applied to the Director for training **no later than the 20th payable week of their unemployment claim.**

*I have been informed about the Training Opportunities Program (TOP/Section 30) and application deadline.*

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Customer	_____
Current Address:	_____
Phone Number:	_____

**Mail to:** Department of Career Services  
Charles F. Hurley Bldg.  
RESEA Unit – 1<sup>st</sup> floor  
19 Staniford Street.  
Boston, MA 02114





## RESEA Assistance Request Form

Requested by: _____ Career Center: _____ Phone #: _____ Date: _____		
Claimant Name: _____ MOSES ID: _____ Claimant ID: _____		
RESEA Enrollment date: _____		
CCS must attend by date: _____	Actual attended date: _____	
Date entered in MOSES: _____		
RESEA must attain by date: _____	Actual attained date : _____	
Date entered in MOSES: _____		
Are MOSES Notes up to date:	Yes	No
Are CAP/RESEA Goals up to date:	Yes	No
Discussed with Career Center RESEA Expert or Supervisor?	Yes	No
Detailed explanation of request:		
RESEA/LMI Official Use Only: Reviewed and Sent to DUA _____ Initials _____		
Comments:		

Form RESEA/ARF1

Revised May 1, 2015





## DUA Notification of Return to Work

Job Seeker Name	Job Seeker Phone #	Job Seeker MOSES ID#	Job Seeker Claimant ID#	DATE
<div style="display: flex; justify-content: space-between; padding: 5px;"> <span>Return to Work Information entered on MOSES screen</span> <span>Yes</span> <span>No</span> </div>				
<b>Return to Work Information</b>				
Verification Source:				
Verification date:				
Start to Work date:				
End Date (if temporary job):				
Pay Rate:				
Employment Information:				
Form Completed By:				
Career Center:				
Phone #:				
Email Address:				

Complete form and fax it to the Lawrence UITCC @ 617-727-0001





## DUA Notification of Potential Issue

Job Seeker Name	Job Seeker Phone #	Job Seeker MOSES ID#	Job Seeker Claimant ID#	DATE
<div style="display: flex; justify-content: space-between; padding: 5px;"> <span>Potential Issue Information entered on MOSES screen</span> <span>Yes</span> <span>No</span> </div>				
<b>Potential Issue Information</b>				
Verification Source:				
Verification date:				
Issue Start date:				
End Date (if applicable):				
Brief summary of potential issue:				
Form Completed By:				
Career Center:				
Phone #:				
Email Address:				

 Complete form and email it to [UI\\_Potential\\_Issue@detma.org](mailto:UI_Potential_Issue@detma.org)




Please contact the RESEA/LMI Team with any questions.

